UN Tourism

Call for Expression of Interest

Post Title:	IT Operations Specialist (Financial System Maintenance Support)	**Duty Station:**	Madrid, Spain
Reference:	UNWTO/HHRR/CFE/21/ICTC/2024	**Start Date:**	As soon as possible
Area/Type:	II / 5B		
Department:	Information and Communication Technologies	**Duration:**	24 months
Contractual Status:	Service Contract	**Deadline for Applications:**	**06 January 2025 (Deadline extended)**

DUTIES AND RESPONSIBILITIES

The **World Tourism Organization (UN Tourism)** is the United Nations agency responsible for the promotion of responsible, sustainable and universally accessible tourism.

UN Tourism is currently looking for an **IT Operations Specialist (Financial System Maintenance Support)** within the **Information and Communications Technologies Department.**

The **Information and Communication Technologies Department** is responsible for providing technological services and technical support to the Organization and in the IT and communications fields (email, intranet, micro computing, applications, network, etc.).

Under the supervision of the Manager, Information and Communication Technologies Department, the incumbent performs the following duties:

1. Independently resolves incidents generated by users of the financial and other electronic platforms and systems of the Organization and generates relevant documentation; provides overall support to users in all matters related to these platforms and systems;

2. Regularly participates in department meetings as well as meetings with users of the electronic platforms and systems of the Organization, to assess these and manage related incidents; provides relevant follow-up;

3. Prepares and generates a variety of reports according to the needs of the department;

4. Collaborates with the Database Administrator (DBA) responsible for system infrastructure, to ensure the appropriate maintenance and implementation of changes;

5. Develops high-level product specifications with attention to system integration and feasibility;

6. Defines and implements all aspects of relevant systems development based on appropriate technology and workflow, in accordance with coding standards;

7. Ensures that the software of the financial and other electronic platforms and systems meets all requirements of quality, security, modifiability, extensibility, etc. and approves final product before launch;

8. Collaborates with other IT members in analyzing and developing new features, modifications and modules related to the financial and other electronic platforms and systems;

9. Proposes continuity plans for the financial and other electronic platforms and systems on the basis of comprehensive analysis, and provides relevant recommendations;

10. Leads the continuous review of the current financial system, in direct coordination with the ICT Manager. Reviews all the feasible options for the organization and creating an appropriate proposal for the continuity or change of the financial system;

11. Performs other duties as required.

REQUIREMENTS

Academic
- Advanced university degree (Master's degree or equivalent) in the field of computer science, telecommunications, information systems or a field related to the activities of the department; an advanced university degree in another discipline may be accepted in lieu if it is pertinent to the requirements of the post and in combination with relevant professional experience

Experience
- Minimum of five years of experience working with SQL/PL/SQL and experience with Oracle clients (e.g., TOAD) or any other related tool would be an asset;
- Minimum of five years of experience working with Oracle Forms, WebLogic and Reports (version 12);
- Minimum of five years of experience working with JavaScript, Oracle BIEN and APEX;
- Minimum of four years of experience related to manage and deploy financial systems;
- Demonstrated experience in any project tool such as Microsoft Planner or Microsoft Project;
- Demonstrated experience in analysis and optimization of enterprise processes, including stocks, leases, inventory and sales;
- Proven experience in analysis and creation of multiuser appliance ERP;
- Proven experience with development and implementation of financial applications, especially budget and assets;
- Proven experience with several ERP platforms such as Oracle, Microsoft Dynamics, Workday, SAP, etc.).

Languages
- Fluency in Spanish is essential;
- Good working knowledge of English is highly desirable;
- Good working knowledge of another of the official languages of the Organization (Arabic, Chinese, French or Russian) is an asset.

Computer Skills
- Excellent knowledge of Microsoft Office software (especially Office 365 package) and Windows 11;
- JavaScript, Toad, FileZilla, Putty, SVN;
- Object programming PL/SQL and SQL queries and optimization.

Other Skills and Competencies
- Ability to learn new technical skills through self-learning;
- Strong organizational skills, with the ability to manage multiple projects, work under pressure and meet tight deadlines;
- Demonstrated ability to work in a multicultural, multiethnic environment with sensitivity and respect for diversity;
- Demonstrated ability to work independently within assigned areas, showing initiative and judgment;
- Sense of responsibility and commitment;

- Knowledge of structures and procedures of international organizations and/or of national administrations is desirable;
- Previous experience in the United Nations or another international organization would be an asset.

Remuneration and Other Conditions	The monthly remuneration of the selected candidate would be in the base range of **EUR 2,200 – EUR 2,600,** depending on previous professional experience, skills and competencies. The Service Contract holder will be affiliated to the UN Tourism health insurance plan (co-shared scheme in conformity with the Organization's procedures). The Organization will contribute 13% of the aforementioned monthly remuneration to the individual's pension scheme.
Application Procedure	Interested applicants are requested to complete the **Online UN Tourism Personal History Form.** Please note that UN Tourism will only accept applications received through our web-based system. Applications sent by other means (e.g. post, email, etc.) or received after the deadline indicated above, will not be taken into consideration.

- **As per UN Tourism policy on contractual mechanisms, the maximum length of service for Service Contracts shall be limited to three years, extendable on an exceptional basis up to a total of four years;**
- Candidates who do not receive any feedback within three months of the deadline should consider their application as unsuccessful;
- Short-listed candidates may be asked to take a competitive exam and/or interview as part of the final phase of the selection process. These candidates will be contacted directly for this purpose;
- **There is no guarantee either that the initial contract will be renewed or that a career appointment within UN Tourism will subsequently be offered. Any extension beyond the advertised duration is subject to the availability of funds and necessities of service.**