



FOOD AND AGRICULTURE ORGANIZATION OF THE UNITED NATIONS
Terms of Reference for INTERNSHIP

Minimum number of years of relevant experience required: Applicants are not required to have professional work experience for participation in the programme, although work experience as a windows system administrator is an advantage.

Job Title: Internship	
Division/Department: CIO	
Programme/Project Number:	
Location: Rome, HQ	
Expected Start Date of Assignment:	Duration: 6 month
Reports to: Deborah Fuxa	Title: Windows System Administrator

GENERAL DESCRIPTION OF TASK(S) AND OBJECTIVES TO BE ACHIEVED

The Junior Windows System Administrator, Internship, under the general supervision of the "Global IT Infrastructure Group" leader will:

- Assist in the installation and configuration of Microsoft Windows-based servers
- Assist in maintaining Windows servers in headquarters and in decentralized offices via remote connections, providing operational support for system tools, analysing and implementing system changes/upgrades, etc.
- Assist in monitoring and troubleshooting Windows servers such as file system space usage, system failures, unavailability of applications installed and assist in performing second and third level problem resolution and escalation
- Work with vendor support contacts to resolve technical issues relating to the Windows server environment, assisting in organizing and managing hardware repairs
- Prepare, update and maintain system's documentation and related technical/procedural manuals in English; and
- Perform other related duties as necessary

All work will be undertaken in compliance with the appropriate organizational standards and procedures and all IS/ICT products will conform to IT divisional technical, security and quality standards.

KEY PERFORMANCE INDICATORS

Expected Outputs:	Required Completion Date:
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Expected Outputs:

- Support HQ and decentralized office based Microsoft Windows Server Infrastructure provided as per tickets raised and within established SLA terms
- Windows server issues addressed within one hour of monitoring alerts indicating the system(s) is/are not performing as expected
- All Windows server installations performed as per established deployment procedures
- All Windows server installations planned in detail with all infrastructure components, support and timetables defined
- Documentation (prepared in English) following review with colleagues endorsed by group leader
- Timesheet reporting as per established procedure

Monthly

Payment conditions: the internship will be paid 700\$ for each month

Schedule of work: The incumbent will be required to work and be present on the premises during the standard office hours of the duty station (from 8.30 till 17.00 for HQ), unless otherwise agreed with the supervisor. The working time will be reported in the internal timesheet system.

- Interested applicants are required to create an online Personal Profile form (PPF) in iRecruitment. To create the PPF, please follow the instructions available at: <http://www.fao.org/employment/irecruitment-access/en>

- Once created the PPF, applicants should submit a cover letter setting out how their qualifications and experience match the requirements for the position, a PPF form and an updated CV including two references to: CIO-VA-Consultants@fao.org

- Deadline for submission of your application: June 15,2016

- Applications received after the closing date will not be given consideration. Only short listed candidates will be contacted