

Vacancy No:	VA/UNSSC/020/2024
Post Title:	Senior Assistant for Business Solutions and Systems Integration, G6
Organizational Unit:	Integrated Business Centre (IBC), Client Management Services
Duty Station:	Turin, Italy
Duration:	1 year; extensions are subject to satisfactory performance and availability of funds
Deadline for applications:	03 October 2024

At the United Nations System Staff College (UNSSC), the paramount consideration in the recruitment and employment of staff is the necessity of securing the highest standards of efficiency, competence and integrity, with due regard to geographic diversity. All employment decisions are made on the basis of qualifications and organizational needs. UNSSC is committed to creating a diverse and inclusive environment of mutual respect. The United Nations recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural and ethnic backgrounds or disabilities. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested and indicated in the application.

Organizational context

The United Nations System Staff College (UNSSC) is dedicated to serving the learning and knowledge needs of the UN system and partner organizations. We create first-rate learning experiences grounded in the bedrock values of multilateralism and dignity for all enshrined in the UN charter. Participants in our programmes rely on UNSSC to enhance their knowledge and skills across leadership and management, sustainable development, and peace and security. UNSSC is headquartered in Turin, Italy with an office in Bonn, Germany.

With over 200 courses per year, and other learning opportunities such as conferences and workshops, UNSSC focuses on three main areas of the UN operation: peace and security, sustainable development, and the reform of the UN system.

The position is located in the Client Management Services unit which is part of the UNSSC Integrated Business Centre that aims at enhancing corporate coherence, business efficiency and process management within the UNSSC, as a means to improve quality of programmes and clients' satisfaction.

Relationships with clients – both existing and potential – as well as with donors and other partners from various sectors are pivotal for delivering the UNSSC mandate. UNSSC uses Salesforce (SF) as its customer management system. Salesforce is integrated with and must operate effectively alongside a number of other business solutions and systems, including Moodle, Drupal, Stripe, Office365 and Oracle-based ERP systems, which together make-up UNSSC’s unique business architecture.

Terms of reference:

Within delegated authority, the Senior Assistant is responsible for providing technical assistance for the development and maintenance of systems integrations at UNSSC, including but not limited to: identity and access management, application to application integrations, services and queries.

The incumbent participates in the development, deployment, testing, debugging and implementation of new application systems releases, modules and functionalities, with a view to improve business processes and performance. The role implies regular coordination with the ICT team and the Data Management team; and frequent interaction with all other UNSSC units, as well as with local and international service providers.

Specific areas of responsibility include:

1. Salesforce Administration

System Administration

- Administer and maintain UNSSC’s Salesforce org.
- Configure and customize Salesforce to meet the needs of different UNSSC Teams and projects.
- Implement and manage security protocols, user permissions, and data access settings.

User Support and Training

- Provide support to users, troubleshooting issues and answering queries.
- Support the development and deliverance of induction programmes and materials for new and existing users.
- Conduct regular user feedback sessions to improve system usability and user satisfaction.

Data Management

- Support oversight data integrity and accuracy within the platform.
- Perform regular data audits and implement data cleansing activities.
- Perform data import, export, and reporting functions.

System Customization and Enhancement

- Support the development and deployment of custom objects, workflows, validation rules, and triggers.
- Create and manage custom reports, dashboards, and analytical tools.
- Work with colleagues to identify requirements and implement new features and enhancements.

Compliance, Best Practices, and Performance Optimization

- Stay updated on Salesforce best practices and new features to continually improve the system.
- Monitor system performance and conduct regular health checks.
- Administer Salesforce licenses and ensure efficient utilization.

2. Integrations Between Platforms

- Collaborate with the ICT team, the Data Engineer, and external developers to ensure the seamless integration of various systems and applications, including Salesforce, the UNSSC website (Drupal) and UNSSC e-learning platforms (Moodle and Moodle Workplace).
- Provide support to projects related to system integrations, ensuring that all integration activities align with organizational goals and technical requirements.
- Support the planning, development, and execution of Salesforce-related projects and initiatives, contributing to the successful implementation and enhancement of integration solutions.

3. Other

- Keep abreast of developments in the field; perform benchmarking and propose new acquisitions;
- Provide guidance to new/junior staff
- Perform other duties as assigned.

Competencies:

Professionalism: Knowledge of relevant programming language(s) and ability to use programming skills to develop information systems. Ability to conduct research and gather information from a wide variety of standard and non-standard sources. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.

Client Orientation: Considers all those to whom services are provided to be “clients” and seeks to see things from clients’ point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients’ needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients’ environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.

Teamwork: Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others’ ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

Technological Awareness: Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

Qualifications required

Education:

High school diploma or equivalent.

Work Experience:

- Minimum of 6 years of progressively responsible experience as Salesforce Administrator is required (mandatory)
- Proven experience in designing and maintaining systems integration (mandatory), specifically:
 - Proven expertise in Drupal administration and comprehensive understanding of the Drupal framework.
 - Proven expertise in Moodle administration and thorough knowledge of the Moodle Learning Management System (LMS).
- Proven experience in designing and maintaining databases, solid knowledge of SQL (desirable)
- Experience in PHP, HTML and JavaScript (desirable)
- Experience in the UN system or in an international organization (desirable)

Languages:

Fluency in oral and written English is required. Knowledge of Italian is an asset.

Submission of applications

The application (in English) should include the following:

- a duly completed, updated and signed P11 form (<http://www.unssc.org/sites/unssc.org/files/p11un.doc>); and
- a motivation letter elaborating in a concise style why you consider yourself qualified for this position.

Please apply through the online application form available at:

<https://www.unssc.org/about/employment-opportunities>