

Vacancy No:	IC_004_2026
Post Title and Level:	Individual Consultant, LMS Infrastructure Support (see conditions of contract)
Organizational Unit:	Integrated Business Centre, Digital Learning Services Unit
Duty Station:	Turin, Italy
Duration:	until 31 Dec 2026
Remuneration:	120 Euro per day
Deadline for Applications:	05 June 2026

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.

The United Nations System Staff College operates through two distinct but interdependent departments: 1) Learning and Knowledge Services (LKS), and 2) Integrated Business Services (IBC). The IBC adds value to the relationship between UNSSC, its clients and donors through integrated support to UNSSC's Directorate and programmes in a manner that optimizes quality and agility of services; facilitates compliance with UN rules and regulations; leverages business insight and service opportunities; while making use of innovative technologies to increase efficiency and impact, thus contributing to positioning UNSSC as a centre of excellence and top provider of learning services for UN personnel within the UN system.

The individual consultant will be part of the Digital Learning Services (DLS) Unit and ICT Unit, which is responsible for the design, coordination, development, and administration of UNSSC's Learning Management System (LMS) ecosystem.

Co-Reporting to the LMS Service Coordinator (50%) and to the ICT Officer (50%) (IBC), the Individual Consultant will be responsible for, but not limited to, the following tasks:

Support the LMS System Architecture and Cloud Infrastructure (40%)

- Support the LMS Services Coordinator and ICT Officer in the oversight and administration of LMS hosting environments, web/application layers, and database infrastructure.
- Support the implementation of scalable cloud environments capable of supporting LMS deployments, including load balancing, autoscaling and optimized storage configurations.
- Assist in the implementation and operationalization of Azure AI services enabling AI functionalities within the LMS platform.
- Monitor system performance, availability, and scalability across production, staging, and development environments.
- Support the ICT Officer in the configuration and optimization of web servers, PHP environments, caching layers, and storage systems.
- Assist in implementing system hardening measures, patch management cycles, and compliance with UN security standards.
- Contribute to infrastructure automation scripts and maintain up-to-date technical documentation.
- Assist in periodic technical health checks covering performance baselines, capacity thresholds, and resilience assessments.
- Support backup verification, disaster recovery testing, and business continuity procedures.
- Document infrastructure implications of new developments to inform architectural decision-making by the ICT Officer.

Production Services Maintenance and Operational Reliability (40%)

- Support LMS development initiatives and structured maintenance cycles to ensure secure and uninterrupted operation of production LMS services.
- Contribute to the definition of a structured LMS roadmap and assist in planning and executing Moodle core upgrades, plugin updates, PHP version updates, and security patching.
- Support controlled release deployments across DEV/UAT/PROD environments following change management procedures.
- Participate in testing and validation of plugins, integrations, and custom developments prior to production deployment.
- Coordinate scheduled maintenance windows and user communications in collaboration with the LMS Service Coordinator.
- Proactively monitor our LMS risk dashboards and conduct root cause analysis to prevent service deterioration.
- Support vulnerability assessments and remediation tracking in coordination with ICT security functions.
- Support LMS site configurations and related change requests.
- Solve technical issues escalated from the LMS ticketing service.
- Conduct periodic infrastructure and performance reviews to assess scalability, resilience, and providing technical recommendations for continuous improvement.

Administrative support (20%)

- Support the LMS service desk through high-quality and timely resolution of client tickets.
- Evaluate site configuration change requests and take appropriate action.
- Maintain system architecture documentation and related logs. Support log management, alert configuration, and incident diagnostics.
- Maintain operational documentation, change logs, and configuration records in alignment with ICT governance standards.
- Actively research the field of learning technologies and provide recommendations for improvement of the current ecosystem.
- Assist in the provisioning and evaluation of new learning technology tools and follow up on related administrative tasks.
- Support version migrations and contribute to structured upgrade roadmaps.
- Administer licenses for learning tools and platforms, including monitoring renewals, managing user access, and coordinating with vendors to ensure compliance with organization requirements and continuity of service.

Perform other related duties, as assigned.

Core competencies

Professionalism: Proficiency in managing and supporting enterprise web applications. Possesses sound knowledge and experience of database management, cloud infrastructure (including Azure), AI-enabled services, and IT security practices. Applies structured troubleshooting approaches and maintains clear technical documentation, while keeping abreast of emerging technologies and system improvements.

Communication: Speaks and writes clearly and effectively with both technical and non-technical colleagues; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed. Produces clear technical documentation when required.

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.

Creativity: Actively seeks to improve programmes or services; offers new and different options to solve problems or meet client needs; promotes and persuades others to consider new ideas; takes calculated risks on new and unusual ideas; thinks "outside the box"; takes an interest in new ideas and new ways of doing things; is not bound by current thinking or traditional approaches.

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.

Commitment to Continuous Learning: Keeps abreast of new developments in own occupation/profession; actively seeks to develop oneself professionally and personally; contributes to the learning of colleagues and subordinates; shows willingness to learn from others; seeks feedback to learn and improve.

Qualification requirements

Education

Bachelor's degree in Information Technology, Computer Science, Systems Engineering, or a related field. Prior IT and code-deployment experience with Moodle-based systems is an asset.

Experience

- At least 3 years of professional experience in maintaining web applications, managing configurations and extensions, and supporting production services, including routine maintenance cycles, system upgrades, and security patching.
- Experience with database administration (MySQL/MariaDB) and performance optimization.
- Experience with PHP, including the ability to troubleshoot and support PHP-based web applications (e.g., Moodle), manage PHP configurations and extensions, and collaborate with developers on debugging and performance optimization.
- Experience working with Microsoft cloud services is an asset.
- Familiarity with Moodle/Moodle Workplace architecture is a strong asset.
- Previous experience within the UN system or other international organizations is desirable.

Languages

Fluency in English is required. Knowledge of another UN official language 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>)
- 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>