



The Abdus Salam

International Centre for Theoretical Physics



Post Title: IT Assistant

Domain: Information and Communication Technology Unit (ICTU)

Post Number: 1ITSC 0943TP

Grade: GS-5

Organizational Unit: Abdus Salam International Centre for Theoretical Physics

Primary Location: Trieste, Italy

Recruitment open to: Internal and external candidates

Type of contract: Fixed-Term

Deadline (midnight, Paris time): 01-SEPT-2025

UNESCO Core Values: Commitment to the Organization, Integrity, Respect for Diversity, Professionalism

OVERVIEW OF THE FUNCTIONS OF THE POST

Founded in 1964 by the late Nobel Laureate Abdus Salam and located in Trieste (Italy), the Abdus Salam International Centre for Theoretical Physics (ICTP) seeks to accomplish its mandate by providing scientists from developing countries with the continuing education and skills that they need to enjoy long and productive careers. ICTP has been a major force in stemming the scientific brain drain from the developing world. For more than 50 years, ICTP has been a driving force behind **global efforts to** advance scientific expertise in the developing world.

Under the overall authority of the ICTP Director, general supervision of the Head, ICT and the direct supervision of the IT Engineer, as part of Information Systems Development team, the incumbent supports the existing and new functionalities of Sigma, the ICTP's information system related to visitors selection, visits and activity management. In particular, he incumbent will:

- Configure and maintain settings of main entities of Sigma
- Monitor interfaces between Sigma and other systems and execute data cleaning procedures.
- As a part of a systems development team, the incumbent proposes the design and implementation of features to the IT Engineer
- Perform testing of the new features from the quality assurance perspective.
- Conduct user training and roll-out of the assigned functionality.
- Draft user documentation as well as training materials for deployed software solutions and provide input and support to end users presentations for different modules of Sigma.
- Perform ongoing reviews of implemented procedures in Sigma with users and developers and respond to users' requests.
- As a part of central user support team, provide first and second level support, instructions and documentation to the user community and resolve technical issues related to the usage of Sigma .
- Collaborate with various ICTP offices and groups in order to troubleshoot and resolve inter-departmental technical issues.
- Assist in data preprocessing, cleaning, and transformation to ensure data quality and suitability for analysis in Sigma and other ICTP's systems.
- Provides data for ad-hoc requests related to different kind of reports and analysis.
- Perform additional activities that may be required to ensure the success of the work team.

COMPETENCIES

A successful candidate will be required to demonstrate the following competencies:

- Communication (C)
- Accountability (C)
- Innovation (C)
- Knowledge sharing and continuous improvement (C)
- Planning and organizing (C)
- Results focus (C)
- Teamwork (C)

For detailed information please consult the **UNESCO Competency Framework**
https://en.unesco.org/sites/default/files/competency_framework_e.pdf

REQUIRED QUALIFICATIONS

EDUCATION

- Completed secondary, technical or vocational school.

WORK EXPERIENCE

- Minimum of five (5) years of relevant work experience in providing information technology services or administrative services, including user requirements development and IT products testing, as well as maintaining and supporting business systems, or related area.

SKILLS/COMPETENCIES

- Knowledge of maintenance of applications based on database technology, data management systems, workflow systems and web enabled systems.
- Proficiency in quality assurance testing of new software features.
- Familiarity with interface monitoring, data cleaning, and data transformation processes.
- Excellent analytical and problem-solving skills, especially in multi-system and inter-departmental environments.
- Ability to work quickly and efficiently under tight deadlines, with minimum supervision, and to sustain limited periods with workload peaks.
- Good organizational and coordination skills with the ability to set priorities and monitor own work plans.
- Strong communication and collaboration skills, with the ability to work in cross-functional teams and with visitors and staff members of different nationalities and cultural backgrounds.

LANGUAGES

- Excellent working knowledge of English (spoken and written).

DESIRABLE QUALIFICATIONS

SKILLS/COMPETENCIES

- Specialized training/certification in a field relevant to the position.

WORK EXPERIENCE

- Experience in an international environment.

SKILLS / COMPETENCIES

- Ability to obtain information from existing data treatment and procedures.
- Ability to identify and realize information technology based solutions.
- Familiarity with the work and general functioning of international organizations and/or of the UN system.

LANGUAGES

- Good working knowledge
- Knowledge of another UN official language (Arabic, Chinese, French, Russian or Spanish)

ADDITIONAL INFORMATION

Only candidates who are entitled to work in the E.U. may apply to this position. Please note that for this position UNESCO will not reimburse expenses such as travel in connection with interviews, tests and relocation.

BENEFITS AND ENTITLEMENTS

UNESCO's salaries consist of a basic salary and other benefits which may include if applicable: 30 days annual leave, family allowance, medical insurance, pension plan etc.

For more information in benefits and entitlements, please consult ICSC website.

SELECTION AND RECRUITMENT PROCESS

Please note that all candidates must complete an on-line application and provide complete and accurate information. To apply, please visit the UNESCO careers website. No modifications can be made to the application submitted.

The evaluation of candidates is based on the criteria in the vacancy notice, and may include tests and/or assessments, as well as a competency-based interview.

UNESCO uses communication technologies such as video or teleconference, e-mail correspondence, etc. for the assessment and evaluation of candidates.

Please note that only selected candidates will be further contacted and candidates in the final selection step will be subject to reference checks based on the information provided.

Candidates must use the UNESCO's online application system which is accessible through the following links:

For current UNESCO fixed-term staff members: *UNESCO Intranet* > *Tools* > *HR Apps* > [Careers](#). If you are working remotely, you should connect to Careers portal through *connect.unesco.org*

For all other candidates: <https://careers.unesco.org>

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