UNOPS | JOBS

ICT Senior Officer (Tableau)

Job categories	IT
Vacancy code	VA/2020/B5011/19758
Level	ICS-9
Department/office	NYSC, SDC, UN Technology Support Services
Duty station	Bangkok, Thailand
Contract type	International ICA
Contract level	IICA-1
Duration	Open-ended subject to organizational requirements, availability of funds and/or satisfactory performance
Application period	05-May-2020 to 28-May-2020

Applications to vacancies must be received before midnight Copenhagen time (CET) on the closing date of the announcement.

Background Information - Job-specific

Office of Information and Communications Technology (OICT) / Enterprise Application Centre-Bangkok (EAC-Asia)

In 2014 EAC-Asia was established to serve as Asia-Pacific hub to build enterprise applications for the United Nations Secretariat. The staff being located both in New York and Bangkok, EAC-Asia oversees the development and maintenance of enterprise applications such as iNeed Customer Relationship Management system (iNeed), Electronic Fuel Management System 2 (eFMS-2), Electronic Contingency-Owned Equipment (eCOE), and Electronic Rations Management System (eRMS) among others.

Core enterprise application solutions have been built upon Siebel CRM public sector, Oracle-based identity management systems, JEE Spring Framework, PeopleSoft, SAP, Tableau, and Android/iPhone mobile platforms.

This is a position in UNOPS for supporting projects carried out for the United Nations Secretariat and

located in the United Nations Enterprise Application Centre- Asia (EAC – Asia). The incumbent of this position will be a consultant of UNOPS under its full responsibility.

Functional Responsibilities

The position is located in Bangkok, Thailand. With the direction of the Senior Project Manager the incumbent is expected to undertake the following duties:

- Configure and maintain Tableau Server Software Layer
- System Administration (includes site creation, server Maintenance/Upgrades/patches).
- Monitor server activity/usage statistics to identify possible performance issues/enhancements
- Create/Manage Groups, Workbooks and Projects, Database Views, Data Sources, and Data Connections.
- Assist in the identification and migration of data sources to Tableau Server.
- Design dashboards in Tableau for the iLearn-LMS, EFMS and ERMS systems.
- Develop web service integrations between the various data sources for the Tableau system.
- Perform any upgrades as required between the Tableau desktop versions and the Tableau server
- Publish and Perform migrations as an when required to the Tableau server
- Develop terms of reference documentation for team members.
- Develop seamless data integration across various UN agencies using FTP and SFTP secure connection
- Automate using batch process to take the backup of logs, files and sites
- Co-ordinate with various infrastructure and network team to setup/maintain/resolve network, firewall and data connectivity issues
- Develop and document standards/best practices for the development and administration of the Tableau platform.

Monitoring and Progress Controls - Impact of Results:

- Timely resolution of issues with high rate of business clients' satisfaction.
- On time delivery of high-quality software with less defects introduced in the production environment.
- Timely delivery of properly configured modules aligned with the specifications, quality, and deadlines.
- Provision and updates of quality assurance standard operating manual.

Education/Experience/Language requirements

Education

- A Bachelor's degree in computer science, information systems, mathematics, statistics, business administration or related field is required. An advanced degree in the related field is desirable.

Work Experience

- Minimum 4 years of progressively responsible experience in Tableau platform is required for a holder of a Bachelor's degree in the relevant fields. A Master's degree may substitute for some of the required years of experience.

- Additional experience in reporting and ETL is highly desirable.

- Knowledge of UN application architecture, integration with UN standard platform is desirable.

Language Requirements

- Fluency in written and oral English is required.

- Knowledge of another United Nations official language is an advantage.

Competencies

Treats all individuals with respect; responds sensitively to differences and encourages others to do the same. Upholds organizational and ethical norms. Maintains high standards of trustworthiness. Role model for diversity and inclusion.

Acts as a positive role model contributing to the team spirit. Collaborates and supports the development of others. **For people managers only:** Acts as positive leadership role model, motivates, directs and inspires others to succeed, utilizing appropriate leadership styles.

Demonstrates understanding of the impact of own role on all partners and always puts the end beneficiary first. Builds and maintains strong external relationships and is a competent partner for others (if relevant to the role).

Efficiently establishes an appropriate course of action for self and/or others to accomplish a goal. Actions lead to total task accomplishment through concern for quality in all areas. Sees opportunities and takes the initiative to act on them. Understands that responsible use of resources maximizes our impact on our beneficiaries.

Open to change and flexible in a fast paced environment. Effectively adapts own approach to suit changing circumstances or requirements. Reflects on experiences and modifies own behavior. Performance is consistent, even under pressure. Always pursues continuous improvements.

Evaluates data and courses of action to reach logical, pragmatic decisions. Takes an unbiased, rational approach with calculated risks. Applies innovation and creativity to problem-solving.

Expresses ideas or facts in a clear, concise and open manner. Communication indicates a consideration for the feelings and needs of others. Actively listens and proactively shares knowledge. Handles conflict effectively, by overcoming differences of opinion and finding common ground.

Contract type, level and duration

Contract type: Individual Contractor Agreement (ICA)

Contract level: International Individual Contractor Agreement (I-ICA 1)

Contract duration: Open-ended (renewable subject to funds availability and satisfactory performance)

For more details about the ICA contractual modality, please follow this link:
https://www.unops.org/english/Opportunities/job-opportunities/what-we-offer/Pages/Individual-Contractor-Agreements.aspx (https://www.unops.org/english/Opportunities/job-opportunities/what-we-offer/Pages/Individual-Contractor-Agreements.aspx)

Additional Considerations

- Please note that the closing date is midnight Copenhagen time
- Applications received after the closing date will not be considered.
- Only those candidates that are short-listed for interviews will be notified.
- **Qualified female candidates are strongly encouraged to apply.**
- UNOPS seeks to reasonably accommodate candidates with special needs, upon request.
- Work life harmonization - UNOPS values its people and recognizes the importance of balancing professional and personal demands. We have a progressive policy on work-life harmonization and offer several flexible working options. This policy applies to UNOPS personnel on all contract types
- For staff positions only, UNOPS reserves the right to appoint a candidate at a lower level than the advertised level of the post
- The incumbent is responsible to abide by security policies, administrative instructions, plans and procedures of the UN Security Management System and that of UNOPS.

It is the policy of UNOPS to conduct background checks on all potential recruits/interns. Recruitment/internship in UNOPS is contingent on the results of such checks.

Background Information - UNOPS

UNOPS is an operational arm of the United Nations, supporting the successful implementation of its partners' peacebuilding, humanitarian and development projects around the world. Our mission is to help people build better lives and countries achieve sustainable development.

UNOPS areas of expertise cover infrastructure, procurement, project management, financial management and human resources.

Working with us

UNOPS offers short- and long-term work opportunities in diverse and challenging environments across the globe. We are looking for creative, results-focused professionals with skills in a range of disciplines.

Diversity

With over 4,000 UNOPS personnel and approximately 7,000 personnel recruited on behalf of UNOPS partners spread across 80 countries, our workforce represents a wide range of nationalities and cultures. We promote a balanced, diverse workforce — a strength that helps us better understand and address our partners' needs, and continually strive to improve our gender balance through initiatives and policies that encourage recruitment of qualified female candidates.

Work life harmonization

UNOPS values its people and recognizes the importance of balancing professional and personal demands.

Background Information: Sustainable Development Cluster(SDC)

Based in New York, the Sustainable Development Cluster (SDC) supports diverse partners with their peacebuilding, humanitarian and development operations.

The SDC's services include grants management, development and special initiatives support, and technology support to the UN and UN agencies.

The SDC is part of the New York Service Cluster that supports the United Nations Secretariat, as well as a broadening community of other New York-based United Nations organizations, bilateral and multilateral partners in the delivery of UNOPS mandate in project management, infrastructure management, and procurement management.

DISCLAIMER

The screening of your application will be conducted based on the information in your profile. Before applying, we strongly suggest that you review your UNOPS Jobs profile (https://jobs.unops.org/pages/User/CreateProfile.aspx) to ensure completeness, especially the education and experience sections.

RELEVANT STORIES

- "I am very proud to be a member of the UNOPS family. The projects and partners we work with really benefit those who need it most"

Vicente Huaquisto

Driver At Unops In Peru

- "Each place that I work in has so much history and culture to explore and I am lucky enough to enjoy it all, while helping improve the health of local communities"

Nang Shri Seng Lao

Unops Logistics Officer, Myanmar

Explore our work >> (https://www.unops.org/news-and-stories/?type%5B%5D=StoryArticle)

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