ICMPD Job Profile
IT INFRASTRUCTURE OFFICER [1]
(MS365, Azure, Cloud Services)

Functional Overview

Within the ICT Infrastructure Team, the IT Infrastructure Officer works closely with the respective Team Lead, to ensure the organisation's cloud services and user devices operate efficiently, securely, and are in alignment with best practices. S/he implements and optimises cloud-based services, providing tier 2 level IT support for complex issues, defining device configuration standards, and implementing device management solutions. S/he proactively supports the overall delivery of exceptional IT support and services, contributing to further development activities to strengthen an efficient and effective organisational IT platform.

Key Results

Cloud Services Management: Cloud-based services capably managed and optimised, focusing on Microsoft 365, Azure, and other relevant platforms. Effective collaboration undertaken with cross-functional teams to integrate and utilise cloud services efficiently to meet ICMPD's business requirements. Service performance, usage, and costs closely monitored to identify opportunities for optimization and cost-saving measures.

Infrastructure Implementation and Support: Proficient technical assistance provided in the design and implementation of IT infrastructure projects, with a specific focus on Microsoft 365 and Azure technologies. Working closely with the Team Lead, project plans executed and project milestones achieved on time and within budget. Skilled technical input provided for IT infrastructure components, including Microsoft 365 services, Azure virtual machines, networking, and security features.

Tier 2 level IT Support: Efficient Tier 2 level technical support provided to end-users, resolving complex issues related to cloud services, applications, and user devices. Effective collaboration undertaken with the ICT Service Desk team to ensure a smooth handover and resolution of escalated incidents, maintaining a high level of end-user satisfaction. Ownership assumed and solutions proposed to meet challenging technical issues and followed through until resolution, advising on new capabilities, monitoring transactions to measure performance and continued effectiveness of assigned systems.

Device Configuration Standards and Management Solutions: Device configuration standards developed and maintained, ensuring adherence to security, performance, and compatibility requirements. In collaboration with the Team Lead, best practices established for device configuration

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[1] This project profile is classified at IP2.

across the organization. Device management solutions implemented and maintained, including Mobile Device Management (MDM) and Endpoint Management. Device provisioning, security, updates effectively streamlined, and application deployment ensured through efficient device management practices.

Security and Compliance: Working with the Team Lead and external security advisors, security measures, access controls, and data protection implemented for cloud-based services and user devices. Regular and systematic security assessments and audits conducted to ensure compliance with organizational policies and industry regulations.

Backup and Disaster Recovery: Pro-active support provided to the development and maintenance of backup and disaster recovery plans for critical infrastructure components. Effective participation undertaken in disaster recovery drills and the recoverability of IT systems duly validated.

Documentation and Reporting: Comprehensive documentation maintained of cloud service configurations, device standards, and troubleshooting procedures. Status updates, incident reports, and performance metrics regularly provided to the Team Lead and the CIO.

Required Expertise

- Ability to integrate new approaches and innovations and ensure the cost-effective use of funds.
- Strong analytical and problem-solving abilities.
- Conscientious and efficient in achieving results.
- Capability to establish good working relations with teams and stakeholders to ensure effective coordination in the assigned area of work.

Qualifications, Experience and Language Skills

- Master's Degree in computer science, information technology, or a related field, at the international level.
- Minimum of 3 years of experience in IT infrastructure (on-premises and cloud) with a strong focus on Microsoft 365, Azure, and other cloud services.
- Proven experience in providing tier 2 level IT support and troubleshooting issues related to cloud services, applications, and user devices.
- Familiarity with device configuration standards and device management solutions (e.g., MDM, Endpoint Management).
- Strong knowledge of cloud computing concepts, security principles, and best practices.
- Relevant certifications in Microsoft 365, Azure, or cloud technologies are highly desirable.
- Experience in Virtualization (VMware/Hyper-V) and basic networking knowledge (especially Fortinet products) is an asset.
- Proficiency in (verbal/written) English, proficiency in the language of the duty station is an asset.