ICT Analyst (ITSM)
Songdo, South Korea

The Green Climate Fund ("GCF") is a new multilateral fund created to make a significant and ambitious contribution to the global efforts towards attaining the goals set by the international community to combat climate change.

GCF will contribute to the achievement of the ultimate objective of the United Nations Framework Convention on Climate Change (UNFCCC). In the context of sustainable development, GCF will promote the paradigm shift towards low-emission and climate-resilient development pathways by providing support to developing countries to limit or reduce their greenhouse gas emissions and to adapt to the impacts of climate change, taking into account the needs of those developing countries particularly vulnerable to the adverse effects of climate change.

GCF is governed by a Board, composed of an equal representation of developed and developing countries. The Fund is operated by an independent Secretariat headed by an Executive Director. GCF will pursue a country-driven approach in its operations.

The Fund seeks to contract project bound work from an ICT specialist able to produce deliverables in the domain of IT Service Management (ITSM). The specialist is expected to complete work within a period of six months, matching with the overall timeline of the respective project. She/he shall perform the majority/all respective work onsite at GCF's headquarters in Incheon, Republic of Korea.

Role

GCF's ICT team will in Q4-2018 - Q1-2019 release many new business systems for internal and external audiences and in parallel also scale up its accompanying IT service arrangements. ISO 20000 and IT Service Management (ITSM) best practices are serving as guidance and foundation for doing latter. Pending work includes the introduction of new guidelines, procedures, processes and associated tools.

For better facilitating the introduction of these best practices, GCF seeks the services of an "ICT Analyst" who will be supporting different components of GCF's ITSM. The assignment will comprise the following responsibilities.

Duties and responsibilities

The ICT Analyst will be responsible for but not limited to:

- Preparing and drafting of ICT regulations, standards and guidance
- Coordinating inputs across the ICT Department for ITSM documents
- Consolidating ICT Service Desk material for effective inclusion in the knowledge base
- Providing input to ITSM processes and documentation
- Documenting processes workflows
- Creating standard response templates for the Service Desk
- Identifying areas that would benefit from standing sourcing arrangements via Long-Term-Agreements (LTAs)

- Providing process documentation and specifications that can serve as input for tendering for or amending GCF's Long-Term-Agreements and associated contracts, SLAs etc.
- Drafting and revising business cases, project plans, statements of works and vendor provided artefacts
- Additional tasks as assigned by the ICT Infrastructure and Operations Management Specialist

Required experience and qualifications

- University degree, ideally in project management, business administration, information technology or a related subject;
- Minimum of 5 years of progressively responsible experience in an international or multicultural organization, across several of the following fields: ICT, ICT governance, ICT portfolio management, project delivery, finance, human resources and procurement;
- An ability to interpret and analyse detailed technical standards and processes (frameworks) and compare those to actual practices including, but not limited to gathering and analysing, audit, or policy compliance reports;
- Prior working experience in an international institution environment is a distinctive plus;
- Knowledge regarding IT service management methodologies (e.g. ITIL), preferably evidenced by a certification (minimum ITIL Foundation);
- Solid knowledge of information and communication technology and how it can be applied in work assignments;
- Ability to work productively and maintain effective relationships in multidisciplinary and multicultural teams;
- Strong analytical skills and strategic thinking, including an ability to interpret and analyse technical standards and processes (frameworks) and compare those to actual practices;
- Excellent written and oral communication skills in English are essential for this position; knowledge of another UN language an advantage

Applications from women and citizens from developing countries are strongly encouraged.

Interested candidates are required to send an e-mail attaching their CV and a letter of interest in a single PDF file to: roster@gcfund.org

File name: "[last name], [first name]" (e.g. Olsson, Anna)
Subject line: "ICT Analyst (ITSM)"

Please indicate your earliest availability to take up the assignment.

The closing date for applications is 07 December 2018 (KST). Applications submitted after the closing date may not be considered.

Upon submission of your application, you will receive an automatic e-mail acknowledging receipt of your application. Should you not receive a response, however, please check your spam/clutter mail before resubmitting your application. Please also ensure to use the correct spelling for the subject line of your e-mail. Thank you.