



# ICT Service Performance Management Specialist

<b>Grade</b>	IS – 3	<b>Duty station</b>	Songdo, Incheon - Korea
<b>Contract type</b>	Secondment	<b>Number of posts</b>	1
<b>Unit</b>	Division of Support Services	<b>Vacancy code</b>	GCF/Secondment/05
<b>Reporting to</b>	Chief, ICT Infrastructure & Managed Services		

## Position description

The Green Climate Fund is currently seeking an exceptional candidate to undertake the position of ICT Service Performance Management Specialist who will primarily be responsible for managing actual service level performance against agreed upon service level agreements (SLAs) with GCF's own user base and versa external technical service providers.

## Duties and responsibilities

- Guide and recommend process improvement ideas/suggestions to ICT management to facilitate continuous service delivery performance excellence;
- Assist with the implementation and operation of service management processes;
- Oversee the ICT service management processes to ensure that all services/products are delivered according to negotiated and agreed targets;
- Monitor, analyze, review, measure and report on service level performance against agreed upon service level agreements (SLAs) with the GCF user base and external service providers;
- Assess performance issues, perform root cause analysis, and develop resolutions to meet productivity, quality, and client-satisfaction goals and objectives;
- Perform regular ICT user/service provider/vendor reviews;
- Work closely with the business and service providers to negotiate and agree on service level requirements of any proposed new services and changes to existing services;
- Create and maintain the catalogue of existing services offered by ICT;
- Work with the business and service providers to define the proper metrics and KPIs in evaluating service delivery quality and performance levels;
- Produce regular reports on service performance and achievement matching with the demands of the various stakeholders;
- Recommend actions required to maintain or enhance service while maintaining current service operations levels;
- Build and maintain strong professional relationships with IT vendors;
- Follow up if service providers are not meeting expectations set out in the service level agreement, ensuring improvements or any changes needed are actioned; and
- Evaluate new products and services.

## Expected experience and qualifications

- Bachelor's Degree in Computer Science, Information Systems or in a related preferably technical field;
- At least 5 years of experience in infrastructure and operations support functions, experience in defining IT service management metrics, developing service management procedures and service lifecycle improvement;
- Proven experience in IT Service Management (e.g., relationship management, service quality management, planning, scheduling, project communication, issue resolution, change management, and risk management);
- Significant hands-on experience interpreting KPIs, SLAs and OLAs, understanding their measurement and threshold criteria as well as reporting requirements matching with a user base of at least several hundreds;
- Significant hands-on experience with enterprise ICT dashboarding;
- Information Technology Infrastructure Library (ITIL) Service Management – Foundation level certification (at a minimum);
- Familiarity with modern ICT Service Desk Management suites;
- Service/account management;
- Innovative in identifying means to improve IT service quality within established boundaries;
- Great problem-solving skills and ability to identify and mitigate risks early on;
- Excellent communication attitude and skillset to work at the same time with business audiences as well as technical experts; proactively bridging potential communication gaps when required;
- Work experience with international organizations as staff, consultant or contractor is a distinct advantage; and
- Excellent written and oral communication skills in English are essential for this position; knowledge of another UN language an advantage.

### Required competencies

- Planning and Organizing
- Client orientation
- Communication
- Teamwork
- Creativity