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JOB DETAIL

Ref. IO1744 - 8/4/2016

Central IT System Administrator - CIO-077

Main job	Software
Department	CIO/ Central Integration Office
Division	CIO / Project Information System Section/Division
Job Family	Functional Assistant - 3
Application Deadline (MM/DD/YYYY)	09/15/2016
Grade	G5
Direct employment	Required
Purpose	-To administer Windows and Linux client and server operating systems and IT services in the domain of central IT systems (i.e. email, hardware, storage, virtualization, email, central authentication, file servers, ...). -To maintain and develop the ITER central IT system services and a secure central IT system.
Main duties / Responsibilities	-Participates in the administration of central IT services like data storage, backup, e-mail and Active Directory; -Contributes in a leading role in implementing, operating and maintaining a secure central IT system; -Daily managess the services such as third level service support, deployment of software packages, performance and availability monitoring and computing security; -Manages, improves and documents central IT processes following IT policies and ITIL recommendations; -Prepares and implements automated configuration of the various Windows operating systems on desktops, laptops and CAD workstations with enterprise Microsoft tools; -Advices and designs solutions for users in various technical areas (virtualization, file space, authentication, remote access, etc.); -Supports the High Performance Computing (HPC) activities; -Implements support technologies like remote assistance, automated security updates; -Ensures a proper maintenance of all central servers including: Active Directory, Exchange and File servers; and monitors server and client computers; -Administers storage with high availability and high performance objectives, primary and secondary backup data and remote backup for mission critical data; -Manages, operates and improves all ITER specific computer rooms; -Supports IT experts in different domains (i.e. complex Design Office software, telecommunication, and network); -Provides user support and support and guidance to contractors and IO staff in server and database administration; -Participates in the IT on-call service which might include work outside normal working hours, including nights, weekends and public holidays; -Performs other duties in support of the project schedule as described in the Detailed Work Schedule and the Strategic Management Plan; -May be requested to be part of any project team and perform other duties upon management request;
Measures of effectiveness	-Maintains a strong commitment to the implementation and perpetuation of the ITER Safety Program, values and ethics. -Reports to the Project Information System Section/Division Head; -Works under the coordination of the Central IT System Responsible Officer; -In response to requests from the Director-General and/or Head of Central Integration Office (CIO), or proactively, informs the DG/Head of CIO of any important and urgent issues that cannot be handled by the concerned line management and may jeopardize the achievement of the Project's objectives.

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- Support efficiently the maintenance of critical servers with uptime above 99%;
- Successfully manages the installation of new virtual and physical servers and storage systems within the defined cost and schedule;
- Participates efficiently in IT processes especially project management, effort logging, issue management, and documentation;
- Ensures operation and support of the ITER central IT system;
- Carries out of on-call service as requested.

Project Construction Phase

Level of study	Bachelor or equivalent degree
Diploma	IT or a relevant field
Level of experience	At least 7 years
Technical experience/knowledge	<div>-Extensive experience in similar jobs (involving similar work responsibilities) and/or additional training certificates in relevant domains may be considered a reasonable substitute for the required educational degree;</div> <div>-Certification on various Microsoft related technologies are considered a strong advantage;</div> <div>-Certification on IT service management (like ITIL) is considered a strong advantage;</div> <div>-Certification in project management is a plus.</div>
Social skills	<div>Ability to work effectively in a multi-cultural environment</div> <div>Ability to work in a team and to promote team spirit</div>
General skills	<div>-Experience in Microsoft technologies including exchange;</div> <div>-Experience in storage and backup technologies;</div> <div>-Experience in IT service management; IT project management;</div> <div>-Experience coordinating mixed teams (internal and external);</div> <div>-Experience in user service and operation.</div>
Languages	English (Fluent)

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