Division of Administration and Personnel

IT systems Administrator

1. INTRODUCTION

The World Customs Organization (WCO) is an independent intergovernmental body, established in 1952 as the Customs Co-operation Council (CCC), whose mission is to enhance the effectiveness and efficiency of Customs services across the globe. The WCO represents 185 Customs administrations that collectively process approximately 98% of world trade. As the global centre of Customs expertise, the WCO is the only international organization with competence in Customs matters.

As a forum for dialogue and exchange of experiences between national Customs delegates, the WCO offers its Members a range of Conventions and other international instruments, as well as technical assistance and training services provided either directly by the Secretariat, or with its participation. The Secretariat also actively supports its Members in their endeavours to modernize and build capacity within their national Customs administrations.

2. SHORT DESCRIPTION OF THE VACANT POSITION

The Information Systems and Telecommunications Service (ISTS) is looking to recruit an official as a Systems Administrator.

The role of the Systems Administrator is to ensure systems are working as desired, are secure, monitored and backed up. The incumbent will also assist with the successful delivery of IT projects and act as the technical escalation point for the service desk team.
3. MAIN ACCOUNTABILITIES

Under the supervision of the Head of ISTS, the Systems Administrator will focus on the following key activities:

- Administration, Maintenance and Monitoring of existing IT infrastructure (Network, Servers, Storage, UPS, etc.);
- Daily management of Microsoft and Linux OS, application/web server and databases;
- Troubleshoot basic network, software, and printing issues;
- Implementation of networks and servers (physical and virtual);
- Creating/updating/Follow-up of documentation and procedures, including but not limited to Business Continuity & Disaster Recovery;
- Implement and maintain a Backup and restore strategy;
- Manage backups of all systems ensuring that they run successfully and manage off-site backups for safe storage;
- Actively participate in change management with the Change Advisory Board;
- Analyse and provide recommendations for improvements on current infrastructure, network and security setup;
- Serve as the “Face of IT” to the customer community, providing a positive experience and reflecting a positive image of IT overall;
- Support Azure, Microsoft 365, incl. Azure Active Directory, Exchange Online and others;
- Accept user calls, manage submitted tickets and work queue, respond to work queues, resolving issues in accordance with Service Level Agreements;
- Clearly and effectively communicate service status with user and business owners as required;
- Work with vendor support to resolve technical problems with desktop computing equipment and software;
- Maintain and track hardware inventory and standards, working closely with the Service delivery manager;
- Work collaboratively as a 2nd/3rd level support team with other support teams to ensure that customers receive timely service. Serve as a liaison between other support teams and the customer as required;
- Establish and maintain good working relationships with colleagues, end users and other professionals (e.g., suppliers and software developers).

4. EDUCATION

- Bachelor degree in IT;
- 5+ years of relevant work experience.

5. QUALIFICATIONS AND EXPERIENCE
• ITIL Certification V3 or higher desirable;
• Microsoft Azure Certification (Azure Administration or Solution Architect or similar)
• Hands-on experience with Microsoft Windows Server and Linux Server OS System Administration;
• Experience with hybrid cloud vs on-prem Infrastructure management;
• To Design and maintain backup strategies, experience with Veeam, Backupexec or similar solutions is desirable;
• Good knowledge of operating firewalls. Experience with WatchGuard and Cisco Meraki technologies is a plus;
• A thorough understanding of computer systems and software, particularly: Microsoft Windows 10; and Office 365;
• A good working knowledge of Microsoft Active Directory and Group Policies;
• Experience of administering Microsoft Cloud solutions, including Azure PaaS, IaaS, and Microsoft 365;
• Good understanding of virtualization e.g. VMware or HyperV;
• A thorough understanding of Microsoft Intune;
• Fundamental knowledge and working experiences in networking (TCP/IP, VLANs, LANs, WLANs, WANs);
• Good knowledge and experiences in:
  • Hyper-Converged Infrastructure;
  • Stretched Cluster;
  • server and storage systems;
• Experience in leading internal IT infrastructure projects and managing work of external consultants;
• Experience with Containers (Docker and K8s) is a plus.

6. LANGUAGES

• Fluency in English and/or French (Minimum C1 Level)

7. COMPETENCIES

• Strive for continuous improvements;
• Contribute by suggesting IT improvements according to industry best-practises.
• Ability to work independently with a high degree of reliability;
• Team player with good communication skills;
• Fluent IT communication skills in English.
• Ability to work as a team.
• Flexible in approach.
• Attention to detail.

8. CONTRACT AND CONDITIONS

• Staff member under WCO contract of 3 years (with possibility of renewal);
WCO OMD Vacancy Notice

- Probationary period: 6 months;
- Full-time employment (37 hours and 40 minutes weekly) at the WCO Headquarters in Brussels, Belgium;
- 30 days of annual paid leave;
- Depending on level of experience, monthly base salary starting from **4455.93 EUR**, plus allowances based on eligibility (remuneration exempted from income tax in Belgium); and
- Compulsory WCO health insurance deducted from the salary (around 67 EUR/month).

*This position is subject to the Manual for Permanent officials.*

9. **APPLICATION AND RECRUITMENT PROCESS**

The onus is on the applicant to demonstrate how he/she meets each of the essential qualifications and requirements. Applicants are encouraged to detail concrete achievements in their CVs and/or in their cover letters as well as include references.

Only short-listed candidates will be contacted for an assessment which may include a written test and/or an interview. All short-listed candidates may be requested to provide copies of their original diploma, certificates and proof of relevant experience. Pre-selected candidates may also be subject to reference checks to confirm the information provided in the application.

Interested candidates should submit their application for review no later than **4th January 2024**, including a CV and cover letter in English or French by e-mail to:

WCOISTSVacancy@wcoomd.org

Or by mail to:

World Customs Organization
ISTS
Rue du Marché, 30
B-1210 Brussels
Belgium

Interested candidates may submit a request for additional information via e-mail, providing full name and contact details.

*The evaluation of applicants will be conducted based on the information submitted in the application according to criteria of the position and the WCO applicable rules.*

www.wcoomd.org
10. ADDITIONAL INFORMATION

The WCO values commitment to the principles of integrity, transparency and accountability as well as values diversity among its staff members. Applications from qualified women and men will receive equal treatment and due regard will be paid to the importance of recruiting nationals from WCO Members on as wide a geographical basis as possible. Please note that the WCO Headquarters is a non-smoking environment.