

**ORGANISATION FOR ECONOMIC
CO-OPERATION AND DEVELOPMENT**

UNCLASSIFIED

Paris, 03-Feb-1998

HUMAN RESOURCE MANAGEMENT

OLIS : 03-Feb-1998

HRM/VAC(98)10

**Information : Office FRAN EXT 1614
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OFFICE CIRCULAR

**ASSISTANT PROGRAMMER/ANALYST (GRADE B4),
CLIENT SUPPORT SERVICES,
INFORMATION TECHNOLOGY AND NETWORK SERVICES (ITN)**

Closing date for applications: 17 March 1998

**The OECD is an equal opportunity employer
and encourages applications from female candidates**

Role

Under the supervision of the Head of the Enterprise Office System (EOS) Unit, the main responsibilities of the post-holder will be to assist in ongoing analysis and development of the EOS, determination and resolution of problems, and the installation of related software products.

Main Duties

1. Perform second level technical support for the EOS, including problem identification, permanent problem resolution and preparation of related documentation, and informing other ITN support areas and user representatives of all common/recurring problems and their solutions..
2. Assist in ongoing maintenance to ensure the smooth running of the EOS and associated satellite facilities.

3. Assist in the evaluation and testing of upgrades and third-party products, including validation of these with OECD specific enhancements and subsequent reports to management. Keep abreast of developments in the enterprise office systems market.
4. Assist in implementing upgrades, improvements, new features, and third-party products to the EOS, including assisting in the re-engineering of OECD specific enhancements, writing technical and user documentation, and training other ITN support areas and user representatives. Assist in the ongoing conversion of data on the All-in-1 to the EOS environment.
5. Ensure, in conjunction with other ITN divisions, that all necessary hardware, software, back-ups and other facilities are maintained and functioning properly. Provide management statistics on the EOS.
6. Perform other related duties as required.

Principal Qualifications and Core Competences

1. Secondary or preferably post secondary education with specialisation in computer science.
2. Extensive knowledge of MS Exchange. Knowledge of electronic messaging standards, desktop and network computing, and related operating systems and applications software.
3. Good analytical and programming skills, and several years' experience in this field.
4. Ability to work with minimal supervision. Ability to be flexible, with good judgement and tact, and respect for standard operational procedures, even whilst working under pressure.
5. Good interpersonal skills and ability to draft recommendations and documentation.
6. Demonstrated ability to communicate clearly on technical matters. Ability to liaise efficiently with other support staff and users, understand specific needs and problems, and to translate them into appropriate solutions.
7. Very good knowledge of one of the official languages of the Organisation (English and French) and good knowledge of the other.

N.B. The appointment may initially be made at the level immediately below if the qualifications and professional experience of the selected applicant correspond to that level; in this case, the duties and responsibilities assigned to the post will be adjusted accordingly.

**OECD, Human Resource Management
2 rue André Pascal, 75775 Paris Cédex 16**

E-mail: personnel.contact@oecd.org

<http://www.oecd.org/hrm>

GENERAL INFORMATION ON VACANCIES AND APPLICATIONS

Who may apply: Posts in the Organisation are open to both male and female nationals of Member countries. External candidates must be less than 65 years old at the time of appointment.

Closing date: The date shown is that at which the selection procedures begin officially. Applications received later will be considered only on an exceptional basis.

Duration of appointment: A fixed-term appointment (usually for two or three years, with the possibility of renewal) will be offered.

Grade of appointment: Posts are normally filled at the grade indicated. Some posts, however, may be filled provisionally at the level immediately below if the qualifications and professional experience of the chosen candidate correspond to that level and if such a possibility has been indicated on the vacancy notice. In this case, the duties and responsibilities assigned will be adjusted accordingly.

Place of work: Unless otherwise stated, work will be carried out in Paris. However, for some posts, occasional travel may be required.

Duties: The duties mentioned are the main duties to be carried out at the time of appointment. They may be modified according to the work programme of the Service or with the introduction of new work methods and/or equipment.

Qualifications: The qualifications listed are those which are most important to the performance of the duties mentioned. Their sequence is not an indication of the relative importance attached to them.

Tests: For some posts, candidates may be required to take a written or oral examination. The result will be a factor in the selection.

Interviews: The best-qualified candidates will be called for interview. Candidates who are not native speakers of either of the two official languages will be assessed at interview in the official language of their choice -- unless the post in question requires an excellent or very good knowledge of both languages in which case all candidates will be required at interview to demonstrate competency in the two languages.

Final selection: The final selection will be made on the basis of the qualifications, experience and core competences mentioned in the Vacancy Notice and in comparison with those of the other candidates. Unsuccessful candidates will be notified not later than one month after the appointment procedure has been completed.

How to apply: Those who wish to apply for a post should send a detailed Curriculum Vitae (indicating the vacancy reference number) to Human Resource Management, accompanied by supporting documentation, such as titles of publications and/or copies of diplomas, as appropriate. Other than employment history and educational background your CV must include your nationality, sex and birthdate.

November 1997