

SOFTWARE SUPPORT SPECIALIST (UPU/16/SPEC6/FT-NC/150)

20 March 2017


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Vacancy Announcement No: UPU/16/SPEC6/FT-NC/150

Publication Date: 19 September 2016

Title: Software Support Specialist

Application Deadline: 31 October 2016 **Vacancy Notice Closed (automatic)**
Grade: Specialist (level 6)

Organizational Unit: Postal Technology Centre (PTC) Operations Unit

Type of contract: Fixed-term (Non-Core) Appointment

Duty Station: Bern Switzerland

Duration: 3 years

Scheduled date for taking up appointment: February 2017

Organizational Context:

With its 192 member countries, the Universal Postal Union (UPU), a specialized agency of the United Nations, is the primary forum for cooperation between postal sector players. It helps to ensure a truly universal network of up-to-date products and services. The Postal sector has been faced with far-reaching changes over the past few years. It has become essential for Posts to apply the latest technology in order to respond effectively to changing customer needs. The Postal Technology Centre (PTC) of the UPU acts as a link between technology and the needs of the Postal industry by being the first- choice in providing IT solutions, applications and services that enable the delivery of domestic and international postal services.

Main duties:

The PTC is seeking a Software Support Specialist for its Custom Declaration System (CDS). The position is the interface between first-level support (helpdesk) and third-level support (software solutions development).

IMPORTANT: Please note that experience with International Postal System (IPS) administration would be an advantage.

The duties of the post are as follows:

Provide 2nd level technical support and monitor overall service level for CDS products and services.

Collect the second-level support cases from first-level support and the Technical Account Manager (TAM). Confirm the case analyses made and carry out additional analysis, when necessary. Reproduce the problems and document the steps for reproducing them.

Work with the end users and TAM to:

- assess the criticality and priority of the case.
- discuss possible workaround or mitigation for the case.

Work with the TAM and the third level technical support to:

- maintain a plan for case resolution according to priority (content of next hotfix, or next service pack).
- When the solution can wait for the next software release, integrate the case into the plan for the next release cycle.

Use the Problem Report and Change Requests (PRCR) tool and PTC Customer relationship management (CRM) tool to:

- maintain the list of open cases, with their priority.
- when appropriate, document workaround or mitigation provided to users.
- track and maintain case status until final closure.
- identify similar or duplicate cases, or cases that are linked and should be addressed jointly.
- monitor how long cases are left open, and ensure that cases that escalate to second level are responded to according to the Service Level Agreement.
- anticipate and recommend training needs.

Track cases across the different departments and ensure all parties have the same information on their status (in particular, align the information in the CRM and PRCR databases).

Collaborate with the test team on software testing, in particular to validate the solutions developed by third level support before they are delivered to users.

PTC service desk:

Contribute and propose process and procedural improvements for the management of 2nd level support processes and services. Generate and analyze monthly support statistics for all products and services; measure service level performance.

Technology assessment & technical survey:

Maintain relevant IT technical expertise.

QUALIFICATION AND SKILLS REQUIRED
Education:

First-level university degree (B.Sc. or equivalent) in computer science, engineering or a related field or equivalent professional experience.

Experience:

At least 2 years' experience working as a software support specialist or as International Postal System (IPS) administrator. Experience working in an international environment or domain experience in postal mail or logistics would be an advantage. Experience in software testing would be an advantage.

Technical knowledge:

Excellent administrative knowledge of the following technologies:

- MS SQL Server.
 - Microsoft Windows.
 - IIS and SharePoint web applications.
- Knowledge of software support procedures.

Skills and abilities / competencies:

Good presentation and communication skills
 Good interpersonal skills
 Ability to work in a multicultural team
 Influencing and negotiation skills
 Motivation, sense of responsibility, good organizational skills
 Problem analysis and solving skills
 Ability and willingness to accept changes in support priorities from users

Language skills:

English proficiency. French would be an advantage.

Additional Information:

For more informations please contact corine.rey@web.de

Monthly salary: (Net of tax)

6500 CHF

The conditions of service are governed by the Staff Regulations and Rules of the International Bureau of the Universal Postal Union.

Please note that all candidates must complete an on-line application form.
 All applications must be received by the closing date as stated in the vacancy announcement.

All applicants employed by postal entities and applying for a vacant position in the Professional (P) or Senior (D) category must be recommended and submitted through the competent postal authority.
 Applications not satisfying this criterion may not be considered.

Only candidates under serious consideration will be contacted.

Applications from women and member states are particularly encouraged.

The UPU promotes diversity and work-life balance.

For further instructions regarding the online application process, please visit the UPU internet page at:
<http://www.upu.int/en/resources/vacancies>

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This vacancy is shown for viewing only. It is not currently open for applications



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