



<b>POSITION TITLE:</b>	<b>Support Clerk</b>	<b>GRADE:</b>	<b>G-4</b>
<b>LOCATION:</b>	<b>Budapest, Hungary</b>	<b>DURATION:</b>	<b>Fixed Term</b>
<b>ORGANIZATIONAL UNIT:</b>	<b>Support Group, Shared Services Centre</b>	<b>POST NUMBER:</b>	<b>2000548</b>
		<b>OCC CODE:</b>	<b>2A01</b>

**DUTIES AND RESPONSIBILITIES**

Under the direct supervision of Finance Officer, P2, SSC/Budapest, the incumbent will support the users with information, guidance and technical assistance and via corporate administrative systems process various types of transactions. In particular, will:

- act as the primary contact point for all queries and requests relating to administrative systems access and ensure the timely processing of requests in line with the defined procedures and service level agreements for system access;
- ensure a full audit trail is maintained for requests for system access received and assist in performing periodic access control reviews and required follow up actions;
- assist FAO job applicants in using ORACLE iRecruitment system, ensure the timely and effective processing of queries;
- regularly update information on FAO system transaction approvers on the SSC Intranet and make other changes to the content of the SSC Intranet as required;
- assist divisional transaction initiators and approvers in processing transactions in the FAO corporate computer systems (ORACLE, ATLAS);
- initiate a variety of routine transactions in the computerized financial systems;
- draft routine correspondence relating to the above;
- bring to the attention of the supervisor recurring problems;
- perform other duties as required.

**QUALIFICATIONS – ESSENTIAL**

*Applications are normally not considered from candidates who do not possess ALL of the Essential Qualifications*

- Education:**
- Secondary school education supported by training in development and use of computerised systems or related fields
- Experience:**
- Three years of administrative experience, including experience in customer support or accounting and budget
- Language:**
- Working knowledge (level C) of English
- Other:**
- Knowledge and experience as user of ERP systems, web content management and desktop software
  - Familiarity with administrative and financial regulations and rules of international or large organizations
  - Judgment, personal initiative, tact and discretion
  - Attention to details and ability to maintain accurate records
  - Ability to draft, type, format and collate routine correspondence and to write and spell correctly
  - Ability to organize own work, set priorities and meet deadlines
  - Ability to collaboratively work as a member of a team handling confidential material with discretion

**QUALIFICATIONS – DESIRABLE**

- Limited knowledge (level B) of French

**REMUNERATION**

**Level G-4 carries a net salary per year** from 3,399,000 Forints to 4,569,000 Forints **prior to deduction** of social security contributions. Social security will include participation in the international medical insurance scheme and United Nations Joint Staff Pension Fund.

*Please note that all candidates should possess computer/word processing skills and should be capable of working with people of different national and cultural backgrounds.*

Please send your application by email, quoting <b>VA n. SSC – 22/10</b>	<b>E-mail: <a href="mailto:SSC-Vacancies@fao.org">SSC-Vacancies@fao.org</a></b> FAO of the UN Shared Services Centre – Budapest Kossuth Lajos Tér, 11 – 1055 Budapest Fax No: 0036 1 3011732
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**Please note that FAO is a non-smoking environment.**