

ITC UniData – Technical Support Talend

Position: ITC Technical Support Talend
Location: Brussels - Belgium
Contract: temporary – 100% 6 months
Starting date: October 2016

I. MSF INTERNATIONAL

Médecins Sans Frontières (MSF) is an international, independent, medical humanitarian organisation that delivers emergency aid to people affected by armed conflict, epidemics, healthcare exclusion and natural disasters. MSF offers assistance to people based only on need and irrespective of race, religion, gender or political affiliation.

MSF International is the legal entity that binds MSF's 21 sections, 24 associations and other offices together. Based in Geneva, MSF International provides coordination, information and support to the MSF movement, and implements international projects and initiatives as requested.

II. PLACE IN THE ORGANISATION

The ITC Unidata Technical Support is a 6 months position part of the International Technical Coordination (ITC) team and reports to the UniData Manager. The Technical Support has a strong functional link in the daily duties with the lead Technical Support.

III. PROJECT BACKGROUND AND OBJECTIVES OF THE POSITION

UniData is MSF's central supply article database that details all items available for the field and shares article changes within the Movement. The online platform of UniData gives an oversight on standard and non-standard articles available as resources for operations, in alignment with MSF guidelines and protocols. UniData went live in June 2016 with approximately 100 users will access the UniData platform.

The linkage system configured in Talend feeds directly 3 Supply centres systems, 3 Operational Centres field systems and an In Design server for Catalog publication. It also feeds in batch mode other Operational Centres field tools. The linkage system is based on Talend (ETL and ESB) technology by using available components. A few components have been improved in Java.

As part of the ITC team, the Technical Support Talend will have the responsibility of maintaining and improving the linkage system that is connecting UniData with multiple downstream systems.

The Technical Support Talend will be responsible for the level 2 support issues reported through the helpdesk. He/she will also review the current Talend jobs in order to rationalise and improve the re-use of components across jobs.

IV. MAIN RESPONSIBILITIES

The role of the Technical Support Talend covers the linkage system that has been put in production together with UniData and covers the following responsibilities:

- Be the focal point for all linkage issues reported by the helpdesk.
- Respond and resolve issues in a speedy manner
- Improve the general organization of the Talend jobs, in order to increase re-usability of job components (some in Java) and performance.
- Testing and deploying new components
- Investigate and apply if necessary best practice setup of Talend
- Improve monitoring and logging of Talend jobs (visibility in UniData and with future monitoring tool)
- Document the Talend setup
- Train help desk in monitoring the Talend Linkage system
- Any other tasks that can be done in the Talend environment

V. PROFILE

Genuine interest in, understanding of and commitment to the humanitarian principles, social mission, operations, and challenges of MSF

Education

- Bachelor's degree in information technology

Experience

- Experience of complex Talend setup (1 year)
- Java experience
- Experience and interest in maintaining IT solutions in a broad organisational context (support, enhancement requests)
- Experience with Master Data systems is a plus
- Experience with Catalog Production systems is a plus
- MSF field or Head Office experience is a plus

Skills

- Problem solving & initiatives taking attitude
- Precision and focused on quality
- Good critical thinking skills
- Fluent in English (both speaking and writing)
- Cultural/organisational sensitivity
- Strong analytical skills
- Ability to work independently
- Flexible with ability to work within deadlines

Starting date: October 2016
Contract: Temporary at 100%
Location: Brussels
Deadline for applications: **12 September 2016**

Please submit all applications **only by email** to:
IO-recruitment.gva@msf.org stating “**Technical Support Talend**” in the title

Please submit **only one file** containing your **CV and cover letter** and **name the file with your last name only**

Only short-listed candidates will be contacted