GSSC GENERIC JOB PROFILE

I. Post Information	
Job Title: Senior Business Analyst Associate Supervisor Title/Level: Reports to NO/IP category in GSSC Organizational Unit: UNICEF Global Shared Services Centre (GSSC) Duty Station: Budapest Hungary	**Job Level: G7** Job Profile No.: CCOG Code: 2P Functional Code: OPE Job Classification Level: G7

II. Organizational Context and Purpose for the job

Job organizational context:

The UNICEF Global Shared Services Centre (GSSC) serves as a key enabler of UNICEF's global modernization and transformation agenda, both within the organization and across the wider UN system. Aligned with leading Global Business Services practices, the GSSC is evolving from a primarily transactional service delivery model toward a strategic partnership model that promotes operational efficiency, continuous business improvement, knowledge sharing, innovation, and a strong culture of client service in support of UNICEF's programme results worldwide.

At the GS-7 level, roles combine sound technical expertise with operational delivery responsibilities. Incumbents are expected to support process improvements, system enhancements, and client-oriented services within established procedures, guidelines, and organizational standards.

Purpose for the job:

Under the guidance and supervision of the supervisor, the Senior Business Analyst Associate provides advanced technical, functional, and process-related support across assigned systems and business processes. The role contributes to the efficient delivery of services, system stability, process improvement, and alignment with applicable policies, procedures, and operational standards.

The incumbent serves as an important link between business users, technical teams, and relevant stakeholders, supporting system enhancements, user assistance, issue resolution, testing activities, documentation, reporting, and process optimization.

III. Key functions, accountabilities and related duties/tasks

1. **Technical Support and Process Expertise**

- Deliver advanced and authoritative technical and functional support for assigned systems,

tools, and business processes, ensuring accuracy, consistency, and compliance with applicable policies and procedures.
- Troubleshoot complex system, process, and user-related issues, providing guidance and solutions in coordination with relevant technical and business teams.
- Demonstrate and apply in-depth understanding of standard operating procedures, process flows, system functionalities, and service requirements to ensure quality and consistency in service delivery.
- Advise and support users in the effective use of systems and tools, ensuring that queries and issues are addressed in a timely, client-oriented, and professional manner.

2. Business Process and System Improvement

- Analyze and evaluate existing processes, workflows, and system functionalities to identify inefficiencies, risks, and opportunities for improvement.
- Interpret and translate business requirements into functional or technical specifications to support system enhancements, process improvements, and service optimization.
- Contribute to and facilitate the implementation of system upgrades, enhancements, and transformation initiatives, ensuring alignment with operational needs and organizational standards.
- Actively contributes to user acceptance testing, validation, quality assurance, and post-implementation review of system changes and enhancements.
- Drive contributions to continuous improvement initiatives by identifying root causes of problems, lessons learned, good practices, and potential bottlenecks affecting service delivery.

3. Documentation, Reporting and Management Support

- Develop, maintain, and update technical and process documentation, including workflows, standard operating procedures, process maps, user guides, and training materials.
- Research, analyze, verify, and synthesize data and information to support monitoring of implementation progress, identification of good practices, lessons learned, and potential bottlenecks in the timely delivery of business initiatives.
- Support and contribute to the preparation of periodic and ad hoc reports, status updates, background materials, and briefing documents for management review meetings, workshops, and other business discussions.
- Ensure that documentation is accurate, up to date, user-friendly, and aligned with applicable UN and UNICEF modalities, procedures, and standards.

4. Stakeholder Coordination and Client Support

- Act as a focal point for system-related queries, issues, incidents, and follow-up actions, ensuring effective tracking and timely resolution.
- Liaise with technical teams, business users, and relevant stakeholders to analyze issues, clarify requirements, coordinate responses, and support the implementation of solutions.
- Maintain effective communication with users and stakeholders, keeping them informed of progress, expected timelines, resolutions, and any required actions.
- Promote a client-focused approach by ensuring that support is responsive, solution-oriented, and aligned with service standards.

5. Training and Capacity Building

- Deliver system and process-related training sessions to users, team members, and relevant stakeholders.
- Support onboarding and continuous learning initiatives related to assigned systems, tools, procedures, and workflows.
- Develop, maintain and continuously improve training materials, guidance notes, and user

support resources to strengthen user knowledge and system adoption.
- Evaluate the effectiveness of training and support activities and recommend improvements to enhance user experience and operational efficiency.

6. Reporting and Analytics

- Generate reports and analyze data to identify trends, anomalies, recurring issues, risks, and opportunities for improvement.
- Contribute to and strengthen monitoring of service performance, system usage, issue resolution trends, and compliance with agreed service standards.
- Provide data-driven insights and analysis to support decision-making, improve operational efficiency, and strengthen service delivery.
- Contribute to and enhance the development and refinement of reporting tools, dashboards, and analytics to support management oversight and continuous improvement.

IV. Impact of Results

The work of the Senior Business Analyst Associate has a direct impact on the quality, timeliness, and efficiency of assigned support services. The role is closely interrelated with the work of other team members and sections and contributes to the smooth functioning of business processes, systems, and service delivery.
By providing advanced technical and functional support, maintaining accurate documentation, coordinating issue resolution, supporting system improvements, and generating relevant analysis, the incumbent helps ensure that services are delivered in accordance with established standards and deadlines.
The role contributes directly to improved service quality, enhanced system performance, better user experience, effective implementation of business and technical improvements, and strengthened operational efficiency. It also indirectly supports the delivery of client departments', divisions', and offices' programmes by enabling reliable and efficient business processes.

V. Capabilities Required

1. Project Management (3)
- Create project plans, objectives, and deliverables.
- Track and organize resources like time, budget, and team efforts.
- Identify and report potential risks for further guidance.

2. Collaboration (3)
- Navigate organizational dynamics and adapt behavior to respond to different situations.
- Choose appropriate words, tone and tailors' messages respectfully and persuasively to suit different audiences.
- Write clear, concise and well-structured reports and documents using appropriate language.
- Pay close attention to what others are saying, asking questions for clarification.
- Present ideas and information clearly in front of groups.

3. Problem solving (3)
- Analyze data, identify trends, patterns and anomalies.
- Evaluate information, analyze problems, identify underlying causes and risks.
- Summarize and communicate findings, focusing on actionable insights to support decision-making.
- Make decisions in time-sensitive situations, even with incomplete information.
- Assess the potential impact of solutions (costs, benefits and risks).

4. Digital dexterity (3)

- Utilize AI-powered tools and platforms to automate data analysis.
- Apply prompts to improve the quality of reports and data, ensuring alignment with internal regulations and policies.
- Use specialist technology business systems and software.
- Analyze and summarize data from various business systems to generate reports and insights.

VI. UNICEF values and competency Required (based on the updated Framework)

Core Values

- Care
- Respect
- Integrity
- Trust
- Accountability
- Sustainability

Core Competencies for Staff without Supervisory Responsibilities

- Demonstrates Self Awareness and Ethical Awareness (1)
- Works Collaboratively with Others (1)
- Builds and Maintains Partnerships (1)
- Innovates and Embraces Change (1)
- Thinks and Acts Strategically (1)
- Drive to Achieve Impactful Results (1)
- Manages Ambiguity and Complexity (1)

VII. Recruitment Qualifications

Education:	Completion of secondary education is required. Professional and/or university-level courses related to information systems, business administration, human resources, operations management, project management, or another relevant field are required.
Experience:	A minimum of seven years of relevant work experience in technical support, HR systems, business systems, process support, administrative services, or another related area is required. Experience working with ERP systems, such as SAP, is required. Advanced knowledge of Microsoft Office applications, including Word, Excel, and PowerPoint, is required. Experience in planning, organizing, and delivering administrative or operational support services is highly desirable. Experience in shared services, business support operations, or international organizations is an asset. Experience in system testing, user support, process

	documentation, data analysis, reporting, or business process improvement is an asset.
Language Requirements:	Fluency in English (both verbal and written) is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) or a local language is an asset.

VIII. Child Safeguarding	
Is this role a representative, deputy representative, chief of field office, the most senior child protection role in the office, child safeguarding focal point, or investigator (OIAI)?	NO
Is this post a direct contact role in which incumbents will be in contact with children either face-to-face, or by remote communication, but the communication will not be moderated and relayed by another person?	NO
Is this post a child data role in which incumbent will be manipulating or transmitting personal-identifiable information on children such as names, national id, location data, or photos)?	NO
The selected candidate for this position will be required to engage with vulnerable children.	NO

Drafted by	**Endorsed by**	**Date**
Romi Pradhan HRO, GSSC	Lena Romer Chief of HR Operations, GSSC	10 July 2026