

## SPECIFIC JOB DESCRIPTION

I. Post Information	
<b>POST NUMBER/ CASE NUMBER:</b> 116561 <b>POST/CASE NUMBER OF SUPERVISOR:</b> 119612-DID DCOE Senior Advisor <b>REASON FOR CLASSIFICATION:</b> Revised Responsibilities <b>REGION/DIVISION:</b> Digital Impact Division <b>COUNTRY:</b> Kenya <b>DUTY STATION:</b> Nairobi <b>OFFICE:</b> <b>SECTION:</b> Digital Empowerment <b>UNIT:</b> DCOE	<b>CATEGORY:</b> IP <b>PROPOSED LEVEL:</b> P3 <b>JOB TITLE:</b> Digital Impact Specialist (T4D) <b>Functional Code:</b> ICT <b>ICSC CCOG Code:</b> 1A05

II. Strategic Office Context and Purpose for the job
<p>The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programs, in advocacy and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children’s rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop and reach their full potential, without discrimination, bias or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education and protection of a society’s most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfill their potential but also will lead to sustained growth and stability of countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations.</p> <p><b><u>Strategic office context :</u></b></p> <p><b>Digital Impact Division (DID)</b> is at the heart of reshaping how UNICEF delivers lasting results for children. We are committed to harnessing the full potential of emerging digital technologies to advance UNICEF’s mission.</p> <p>DID works in close collaboration with regional Digital Impact teams and colleagues across headquarters divisions, regions, and country offices to leverage technologies and capabilities that accelerate progress on UNICEF’s goals, strengthen community resilience, and expand access to essential digital services and information.</p> <p>Our mission is to enhance UNICEF’s global digital impact by promoting equitable access to information and services, empowering communities to create lasting, positive change</p>

for children, and foster a more inclusive, interconnected, and sustainable world for every child, everywhere.

## **Digital Empowerment**

### **Specific context for the Digital Center of Excellence (DCOE):**

The Digital Center of Excellence (DCOE) champions and coordinates the delivery of field-focused digital transformation in UNICEF programming through a dedicated, field-facing global structure, providing the interface between Regional, CoEs, and Country Offices, and the Digital Impact function to drive the broader digital transformation and innovation agenda.

### **Purpose for the job:**

The incumbent will provide digital technology guidance to Country Offices, Regional Offices, and GPD Centres of Excellence (CoEs), with a particular focus on Digital Public Goods (DPGs) such as RapidPro and Inform. The role sits within DCOE and works closely with a multidisciplinary team of technologists, analysts, and data scientists.

DCOE's goal is to strengthen support for DPGs and emerging technology solutions used by programme experts, planning specialists, partnership managers, and implementing partners. The incumbent will contribute to this effort by supporting field facing technology initiatives in close collaboration with GPD CoE teams, regional IT and Digital impact teams, technology vendors, and country offices.

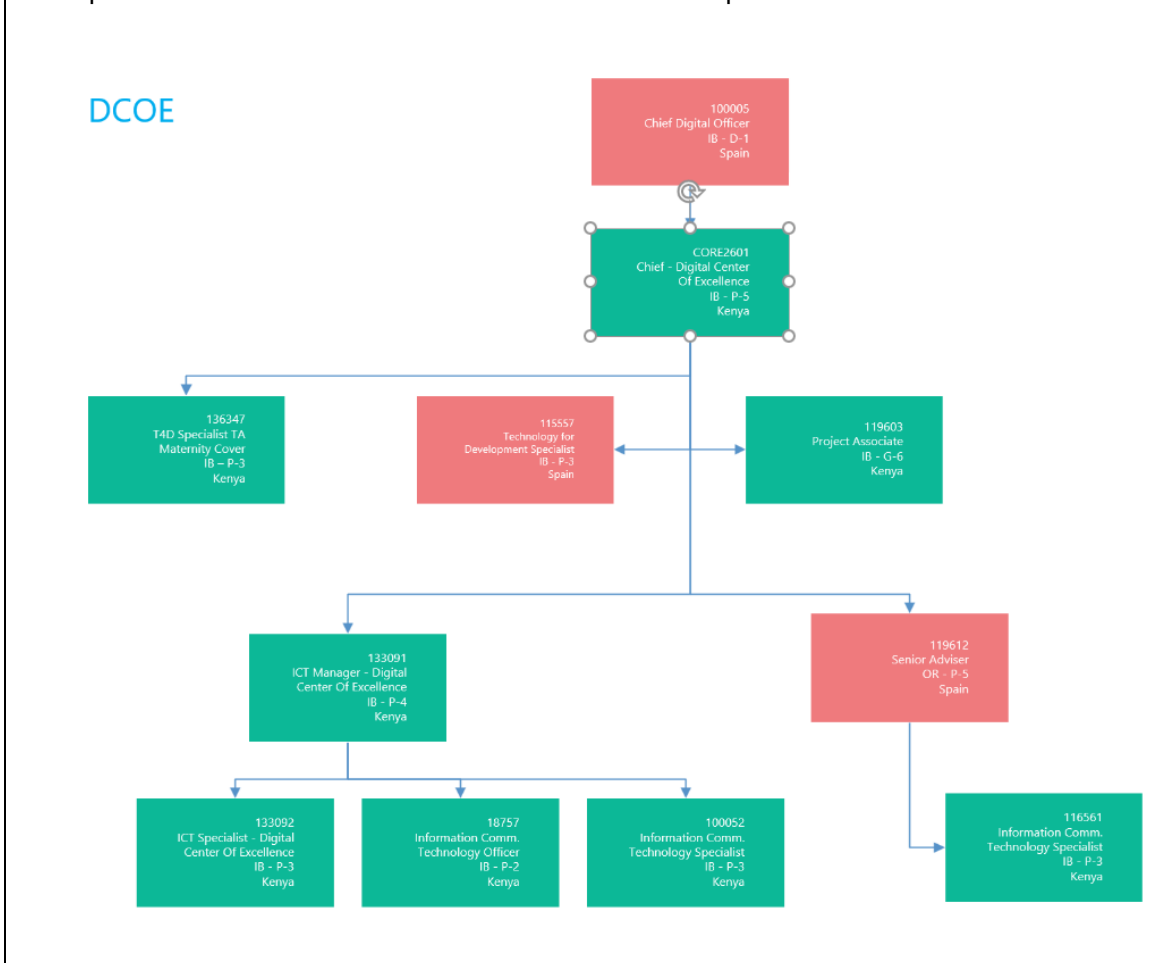
The incumbent will support the assessment, analysis, documentation, testing, prototyping, and enhancement of UNICEF's digital solutions with a key focus on DCOE's supported DPGs (RapidPro, Inform, other) ensuring stable operations, governance compliance, and strategic evolution of these platforms across regions.

In addition, the incumbent will support the development of best practices in product development and management to ensure the ongoing usage of reliable and scalable digital solutions for the organization.

The Digital Impact Specialist will support country offices, in collaboration with the Digital Impact function, helping to make solutions and related infrastructure availability to meet end-user business and programmatic needs with regards to usability, timeliness, security and consistency. This includes analysis of user requirements, road map definition in conjunction with external product maintainers; demand aggregation and agreement on technology features and priorities; coordination of support required from other areas in DID, GPD, and/or Global Shared Support Centre (GSSC); preparation of technical and end-user documentation.

The Digital Impact Specialist will supervise consultants and support the development and growth of digital impact communities of practice, in alignment with the TeamOne operating model to ensure collaborative, cross-functional delivery and shared accountability. In addition, the incumbent will contribute to global capacity development and upskilling efforts through the development of knowledge products, playbooks, training assets, and presentations for both internal and external audiences.

The Digital Impact Specialist will support the development and maintenance of partnerships. The incumbent will also liaise with counterparts, external organizations and technology actors, as necessary, for building relationships and technical integrations. The Digital Impact Specialist may be required to attend meetings, conferences, and other events, to showcase Unicef's DPGs and/or the use of real time monitoring products, such as RapidPro and InForm as well as other data collection platforms.



### III. Key functions, accountabilities and related duties/tasks:

#### Key Accountabilities:

- **Support global T4D product deployment and scale-up**
- **Product evolution**
- **Research, evaluation of new technologies**
- **Expert advice and Support.**
  
- **Support global Digital Impact product deployment and scale-up**

- Work with Country office and Regional T4D and Digital impact teams , the TeamOne community and GPD to collect, review, reorganize, and update global digital product guidance documents, standard operating procedures (SOPs), templates/tools, etc to be used by T4D and Digital Impact specialists and/or tech vendors. Provide Digital impact expert services and TeamOne collaborative support to country offices.
  - Expand the internal programme technology support function to programmatic areas with digital sector strategies and growing global digital portfolios (e.g. GPD CoEs, GCA, etc).
  - Serve as the primary point of contact for digital messaging programmes, e.g.. RapidPro. Work with PFP and NatCom teams to ensure that digital messaging is well positioned in organizational conversations and partnerships with tech companies and digital communication platform providers
  - Manage and procure technology vendor services, as required for DCOE entrusted digital impact solutions.
  - Drive user engagement by managing the collection, analysis, and dissemination of usage data and user feedback, and support the improvement of digital products based on data insights and evidence.
  - Oversight of Tier-1 technical troubleshooting managed by vendors and GSSC, and provision of Tier-2 technical troubleshooting and CO advisory for RapidPro, InForm, and WhatsApp-based deployments.
- **Product evolution**
    - Work with Regional T4D and Digital impact specialists to establish processes for CO demand tracking related to DPGs, with a focus on demand for deployment support, platform enhancements, solution architecture, and software customization.
    - Provide product management support, product documentation, prioritize feature requests, and authorize software maintenance/enhancement tasks for globally supported DPGs.
    - Work with partners, RO, CO, and GPD CoE colleagues to develop business models, support models, business cases, and investment cases for DPGs and emerging technology solutions.
    - Coordinate RapidPro and InForm global demand management processes, including regular release planning with vendor community and UNICEF stakeholders.
- **Research, evaluation of new technologies**
    - Analyze and test new releases/versions of DPGs and digital solutions relevant to field offices.
    - Conduct research and make recommendations on back-end and cloud-based products and services.
    - Interface with tech vendors to keep abreast of new technologies, pricing, and customer applicability.
    - Participate in procurement vendor selection and evaluation activities.

- Interface with the Digital Impact function to recommend new technology opportunities that will have an impact on the organization’s collaboration platform, enterprise-wide web and mobile systems.
- Keep up to date with advancements in the area of Digital Public Infrastructure (DPI) and support DPGs for DPI, including interoperability.
- Facilitate Unicef communities of practice as relevant to digital impact solutions and DPGs, digital safeguarding, and best practices in digital impact management, including AI integration opportunities.

• **Expert Advice and Support**

- Provide guidance to Regional T4D and Digital impact teams regarding solutions architecture, provide technical expertise, and advise on configuration/customization activities.
- Evaluate new and emerging DPGs and tools/technologies that could be valuable for CO use-cases.
- Define requirements/specifications or otherwise guide new prototyping of custom software solutions/enhancements as needed.
- Advise on recruitment and/or vendor selection processes for Digital impact roles and/or deliverables.

**IV. Impact of Results**

The overarching digital impact goal is to transform and build partnerships with our stakeholders to successfully implement UNICEF programmes globally through the use of DPGs and innovative technology solutions.

This requires stronger partnerships with different units of the organization for the design, development and implementation of cutting-edge and user-centered collaborative solutions, including both establishing software development standards and advice in the automation and integration workflows/processes/systems.

This will help business teams to drive improvement in key business metrics, and results for children as well as foster better interaction and collaboration through the organization’s software applications.

The Digital Impact Specialist must understand how appropriate software components can drastically improve the usage of the organization’s applications and thus facilitates the collaboration within the different units in UNICEF.

In addition, the Digital Impact Specialist must have an in-depth understanding of the business environment, and strong analytical and communication skills. By ensuring high-quality stewardship of UNICEF’s DPGs , the incumbent strengthens the organization’s capacity to deliver safe, scalable, and compliant digital programing

<b>V. Capabilities Required</b>

<b>VI. UNICEF values and competency Required (based on the updated Framework)</b>
<p><b>i) Core Values</b></p> <ul style="list-style-type: none"> <li>• Care</li> <li>• Respect</li> <li>• Integrity</li> <li>• Trust</li> <li>• Accountability</li> <li>• Sustainability</li> </ul> <p><b>ii) Core Competencies (For Staff with Supervisory Responsibilities)</b></p> <ul style="list-style-type: none"> <li>• Nurtures, Leads and Manages People ()</li> <li>• Demonstrates Self Awareness and Ethical Awareness ()</li> <li>• Works Collaboratively with others ()</li> <li>• Builds and Maintains Partnerships ()</li> <li>• Innovates and Embraces Change ()</li> <li>• Thinks and Acts Strategically ()</li> <li>• Drive to achieve impactful results ()</li> <li>• Manages ambiguity and complexity ()</li> </ul>

<b>VII. Recruitment Qualifications</b>	
Education:	<p>An <b>Advanced University Degree</b> in management information systems, computer science, business administration, information technology management or other related social science field.</p> <p>* A relevant first-level university degree (Bachelor’s), in combination with 2 years of additional relevant work experience may be accepted in lieu of advanced university degree</p>
Experience:	<p><b>Required experience:</b></p> <ul style="list-style-type: none"> <li>• A minimum of 5 years of progressively responsible work experience in software development, IT management, product management, technology consulting, service design, or project management.</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience with RapidPro and ODK data collection tools</li> <li>• Understanding of and experience with digital public goods</li> </ul> <p><b>Required skills:</b></p> <ul style="list-style-type: none"> <li>• Strong analytical and interpersonal communication skills, attention to detail. Ability to translate business needs into technical requirements.</li> <li>• Ability to stay abreast of new technologies and their ability to support UNICEF's digital transformation to improve efficiency and effectiveness of business units.</li> <li>• Ability to foster excellent work relationships and build alliances with key stakeholders.</li> </ul> <p><b>Desirables:</b></p> <ul style="list-style-type: none"> <li>• Prior experience working with a multilateral or UN organization is highly desirable.</li> <li>• Prior experience working in T4D/ICT4D program design, service design, and field deployment/implementation in developing countries is highly desirable.</li> </ul>
Language Requirements:	Fluency in English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) or a local language is an asset.

<b>VIII. Child Safeguarding</b>	
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 incumbent 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