



**UNICEF**  
**United Nations Children’s Fund**  
**Specific Job Description**

**I. Post Information**

**Job Title:** Technology for Development (T4D) Specialist  
**Supervisor Title/ Level:** *Deputy Representative P5*  
**Organizational Unit:** Programme  
**Post Location:** Venezuela

**Job Level:**  
**Job Profile No.:**  
**CCOG Code :**  
**Functional Code:**  
**Job Classification Level:**

**II. Organizational Context and Purpose for the job**

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.

The acceleration in digital transformation (DX) caused by the COVID-19 pandemic is set to continue worldwide. DX is a process by which the whole social fabric is disrupted by new technologies. The digital divide created by this accelerated adoption of digital solutions is considered the new face of inequality by the UN.

The UNICEF 2022-2025 Strategic Plan recognizes digital transformation (DX) as a key change strategy to achieve results for children across all of UNICEF’s work. The demand for operational and programmatic support on DX is rapidly increasing. UNICEF is continuously working to strengthen DX processes to ensure no child is left behind, and all can equitably access the benefits of digitalization.

**Job organizational context:** The Technology for Development (T4D) Specialist (Level P3) will report to the “Deputy Representative – Operations” overseeing T4D related technological matters supervising staff specifically hired for T4D implementations and solutions, the T4D Specialist will peer with the Local ICT Manager to coordinate and enhance cooperation and teamwork to achieve an optimized and enhanced implementation of technical solutions and will have a functional operational reporting line related to Programmes under the “Deputy Representative – Programmes”.

**Purpose for the job:** The purpose of this role is to coordinate and support demand for Technology for Development (T4D) programmatic support. UNICEF Programmes increasingly leverage digital means for effective programme delivery, systems strengthening and monitoring. The T4D Specialist will work with programme teams in the identification, assessment and integration of ICTs and digital innovation into UNICEF programming; strengthening internal capacity to lead and support T4D related initiatives; identifying and engaging with key partners; building business relationships; applying reusable and replicable technical buildings blocks; and maximizing potential for the scale-up and sustainability of technology and digital innovation for UNICEF programming.

The T4D Specialist works closely with Programme staff and in close liaison with Regional Office ICT and Digital Innovation Unit, and the central ICT Division. The T4D Specialist may supervise local staff members or oversee the work of consultants.

### III. Key functions, accountabilities and related duties or tasks

Summary of the key functions, accountabilities and related duties or tasks include:

1. Coordinate the T4D Function and Provide Technical and Programmatic Support
2. Policy and Strategic Development for Technology-enabled Programming
3. Engage and Maintain Partnerships and Networks
4. Knowledge Management
5. Capacity Building
6. Leadership and People Management

#### **Coordinate the T4D Function and Provide Technical and Programmatic Support:**

- *Business Relationship Management*  
Coordinate Business and Programme Relationship services to define high-level requirements; document and match requirements and guide the design, development and deployment of appropriate T4D solutions.
- *Portfolio coordination*  
Coordinate deployment of a portfolio approach to solutions prioritised for UNICEF programming (e.g. Digital Public Goods).
- *Support and assist design of T4D interventions*  
Provide support and technical assistance to the Country Office in the identification, selection, concept design, deployment and sustainability of T4D interventions to address bottlenecks towards the achievement of programme results.
- *Identify and assess new Technology and Digital Innovations*  
Guide programme sections to identify and assess new T4D initiatives, new phases of on-going initiatives, and opportunities to develop and promote digital public goods, with immediate potential to improve UNICEF programming.
- *Solution procurement and evaluation*  
Guide on the review of technical solutions to ensure UNICEF standards are followed; contribute to project management processes, generation and review of terms of reference and vendor selection.
- *Deployment advice and support*  
Advise and assist with implementation strategy of digital technology initiatives. Including technical oversight, troubleshooting and the documentation of challenges and resolutions.
- *Design thinking*  
Support human/user-centred design methods to enable user-acceptance testing, evaluation, documentation and analysis.

#### **Policy and Strategic Development for Technology-enabled Programming**

- *Digital development and technology innovation strategy*  
Guide on digital development and technology innovation strategy for the country office; including assessment of T4D gaps, opportunities and scale-up strategy in support of CO priorities.
- *Participation in programme and management processes*  
Integrate digital development and technology innovation into the programme planning lifecycle. Align with programme priorities and attend planning meetings to exercise T4D functional accountabilities.
- *Quality assurance*  
Coordinate development and quality assurance during planning and deployment of T4D initiatives; participate in establishing and maintaining standards, documentation and support mechanisms for T4D.
- *Convene and guide compliance with T4D best practices*

Convene Country Office T4D Governance Committee and ensure compliance of T4D initiatives with the Principles for Digital Development (<http://digitalprinciples.org/>) and UNICEF T4D best practices. Support system strengthening, including governance in country, infrastructure.

### **Engage and Maintain Partnerships and Networks**

- *Engage and maintain partnerships and networks*  
Develop partnerships and networks ensuring strong engagement with local solution providers, innovators, NGOs, cultural and religious organisations, private sector, local media, ICT authorities, communications commissions, and academia to build and provide a space to nurture and test new and innovative technologies and build local capacity.
- *Advocacy and communications*  
Represent the country office in external, inter-agency or partner forums on digital development and technology innovation.
- *Proposal and partnership development*  
Identify opportunities for resource mobilisation and new partnerships and lead proposal and partnership development efforts in close collaboration with regional office, where applicable.
- *Provide advice and support to programme partners*  
Provide technical and operational support to a wide range of stakeholders and partners on UNICEF policies, practices, standards and norms on technology for development.
- *Standards and procedures for ownership*  
Work with stakeholders to help develop standards, procedures and partnerships for T4D interventions and their transition to relevant government and civil society Institutions.
- *Transfer and skill-sharing for programme partners*  
Build and sustain effective close working partnerships with government counterparts and national stakeholders through active sharing and transfer of knowledge, skills and tools to foster and facilitate technology-enabled programming.
- *Document localized partners and profiles*  
Develop a catalogue of potential country specific T4D partners and their profiles/areas of engagement to promote and enhance UNICEF goals for outcomes for children through Technology for Development.

### **Knowledge Management**

- *Share lessons learned*  
Identify, capture, synthesize and share lessons learned from T4D for integration into broader knowledge development planning, advocacy and communication efforts.
- *Landscape mapping*  
Maintain an inventory of technology and innovation interventions, assets, resources and networks.
- *Monitoring, evaluation and learning*  
Work with Planning, Monitoring and Evaluation focal points to ensure documentation and clear monitoring and evaluation mechanisms for innovation and T4D projects including baseline data collection, on-going monitoring, as well as first phase data collection and analysis.
- *Contribute to Peer Support Networks*  
Contribute and share to regional and global digital development and technology innovation networks and activities.

### **Capacity Building**

- *Data analysis for evidence generation*  
Build capacity of programme staff in analysing the large amounts of data generated through T4D initiatives including the use of data visualization techniques and analytics tools.
- *Co-create appropriate solutions*  
Work directly with section chiefs to co-create strategies on how technology and innovation can support the country programme.
- *Provide training to stakeholders and end-users*

Participate as resource person in capacity building initiatives to enhance the competencies, capacity and knowledge within the programmes on digital development; train UNICEF staff, partners, government counterparts and other end users in digital development and technology innovation.

- *Build awareness around innovation and frontier technology*  
Develop capabilities within country office on appropriate use of frontier technology and innovations such as UAVs, wearables, IoTs, mobile money, blockchain etc.

#### IV. Impact of Results

The ICT function supports UNICEF’s mission and strategic plan by enabling programme and operational effectiveness and efficiency through innovation, partnerships and providing ICT solutions and services in a timely, secure and safe manner.

With regards to the performance of the incumbent, any failures not properly addressed or corrected will have high operational and damaging impact to UNICEF offices. The absence or lack of a sound management of the ICT functions will affect UNICEF’s ability to support local counterparts and implementing partners and potentially affect UNICEF ICT globally and possibly have legal or financial repercussions affecting UNICEF’s brand and reputation.

#### V. Competencies and proficiency (level) requirement:

(based on UNICEF [Competency Framework](#), listed in alphabetical order)

##### 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)

#### VI. Qualifications

<b>Education:</b>	An advanced university degree (Master’s Degree or higher) is required in Digital Transformation, Business Analysis, ICT Management, Computer Science, Innovation, Digital Development, International Development or another relevant technical field.  <i>A first-level university degree (Bachelor’s Degree or equivalent) in a relevant field combined with seven years of professional experience may be accepted in lieu of an advanced university degree.</i>
<b>Experience:</b>	A minimum of 5 years of professional experience in Information Communication Technology for Development (ICT4D) in a large international organization or corporation is required.

	<ul style="list-style-type: none"> <li>- Experience identifying, designing and implementing solutions for large-scale projects with technical components – including supervising external vendors and software developers; responsibility for business analysis, budgets, contracts, project management and procurement, etc. is required.</li> <li>- Experience with ICT, mobile and web-based technologies, particularly designing or deploying tools appropriate to the region is required.</li> <li>- Exposure to UNICEF, UN or other INGO programmatic areas, including health, nutrition, child protection and/or education.</li> <li>- Experience in applying technical solutions to address programmatic issues is required.</li> <li>- Experience in open source, mobile and emerging technology applied to UNICEF programme areas 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> <li>- Experience with RapidPro, Primero, DHIS2, ODK and other global public good technologies, and deploying, maintaining and scaling these technologies is highly desirable.</li> <li>- Software programming experience, with focus on writing new code to deliver enhancements, new functionality, and defect resolution as well as proficiency with source code and continuous integration solutions (such as GitHub, Circle/Travis, Jenkins, etc.) is desirable.</li> </ul>
<p><b>Language Requirements:</b></p>	<ul style="list-style-type: none"> <li>• Fluency in English and Spanish is required.</li> <li>• Knowledge of another official UN language (Arabic, Chinese, French, Russian) or local language of the duty station is considered as an asset.</li> </ul>