



## UNITED NATIONS CHILDREN'S FUND JOB PROFILE

### I. Post Information

Job Title: **ICT Officer (Quality Assurance)**  
Supervisor Title/ Level: **Quality Assurance Specialist, 15585**  
Organizational Unit: **ICTD**  
Post Location: **Valencia, Spain**

Job Level: **P2**  
Job Profile No.: **18672**  
CCOG Code:  
Functional Code:  
Job Classification Level: **P2**

### 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.

**Strategic office context** : *(Please provide an overview of the office context in which this position works, briefly summarizing UNICEF's current objectives in that particular office/division, as well as the specific role of the positions section in contributing to their achievement)*

The overarching strategic goal of UNICEF's Information and Communication Technology Division (ICTD) is to transform and build partnerships with our stakeholders to successfully implement UNICEF programmes globally through innovative technology-enabled solutions.

The ICT Officer (Quality Assurance) reports to the ICT Specialist (Quality Assurance), P-3 in the Solutions Center and Support Section of ICTD.

**Purpose for the job** *(Please outline the overall responsibility of this position)*

Under the supervision of the ICT Specialist (Quality Assurance), the ICT Officer will assist in the preparation and execution of Quality Assurance plans to ensure that products and services align with UNICEF business objectives and performance measures. The ICT Officer will work with

business analysts and assigned business focal points to develop, comprehensive test scenarios; perform quality assurance tests for enterprise business applications with related interfaces prior to release; conduct regression tests as per use cases identified; confirm and provide sign off assuring quality of systems/applications functionality and performance

**III. Key functions, accountabilities and related duties/tasks** *(Please outline the key accountabilities for this position and underneath each accountability, the duties that describe how they are delivered. Please limit to four to seven accountabilities)*

Carry out the assigned Quality Assurance testing activities for new and existing enterprise business applications. Liaise with development teams to analyse test results, predict user behaviour and fix issues as identified.

Set up and maintain day to day quality assurance tasks per established Quality Management framework. This includes communicate with business stakeholders to clarify software requirements; establish test scenarios and quality metrics; select appropriate tool sets; ensure software development standards are followed; execute manual & automated test scripts; track and validate functionality & performance against established quality metrics;

Support to develop test automation frameworks on different technology stacks such as SAP, Salesforce, ServiceNow, SharePoint, Net, Angular JS etc.

Participate in the development and documentation of test scripts as needed. Maintain Quality Management data, business, scripts, test scenarios, results and issues in alignment with software development lifecycle.

Provide training and support to staff on the agreed Quality Management methodology and tools.

**IV. Impact of Results** *(Please briefly outline how the efficiency and efficacy of the incumbent impacts its office/division and how this in turn improves UNICEF's capacity in achieving its goals)*

Decisions relate to the implementation and administration of effective and efficient Quality Management infrastructure components that will allow systems and project support groups to complete quality assurance on each application in a standard way, minimizing the number of systems errors that reach end users. These decisions involve the selection of adequate software and methodologies. Incumbent decides when certain applications components have passed Quality Management review points and thus allows for such components to be made available to the users.

Recommendations relate to:

- Quality Management software and related hardware selection.
- Preventive and corrective actions that project/systems support teams should take to assure that correct applications and components are made available to end users
- Improvements to established standards and systems development methodologies to facilitate the development and implementation of "error free" solutions in a timely fashion.

**V. Competencies and level of proficiency required (please base on UNICEF Competency Profiles)**

**Core Values attributes**

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

**Core competencies skills**

- 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)
- Drives to achieve impactful results (1)
- Manages ambiguity and complexity (1)

**VI. Recruitment Qualifications**

Education:	<ul style="list-style-type: none"> <li>• A first university degree (bachelor's degree or equivalent) in Engineering, Computer Science, Mathematics or related field is required.</li> <li>• Training in related disciplines, interface, and applications development for example: Business Analyst is an asset</li> <li>• Knowledge of programming languages is an asset.</li> </ul>
Experience:	<ul style="list-style-type: none"> <li>• A minimum of 2 years of professional work experience in software quality assurance, including hands on experience in test automation.             <ul style="list-style-type: none"> <li>• Experience with one or more quality assurance testing tools such as Selenium, Apache JMeter, Jira, LambdaTest is required</li> <li>• Development of tests scenarios for functional and regression testing</li> <li>• Knowledge on functional testing, smoke testing, performance, load testing, security testing, API testing and end-to-end testing is required</li> <li>• Experience with testing and test automation of large business applications based on systems, such as SAP, Salesforce, ServiceNow is highly desirable.</li> <li>• Working experience with Agile, DevOps, continuous delivery is required.</li> <li>• Knowledge and experience with application security testing is an asset.</li> </ul> </li> </ul>

Language Requirements:	<ul style="list-style-type: none"><li>• Fluency in English required.</li><li>• Working knowledge of another UN language (Spanish, French, Arabic, Chinese or Russian) is an asset.</li></ul>
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