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| **I. Post Information** |
| Job Title: **ICT Manager (One UN)**Supervisor Title/ Level: **Chief Independent Project Unit (IPU), P5**Organizational Unit: **Independent Project Unit ( IPU)**Post Location: **Dakar (Diamniadio), Senegal** | Job Level: **NO4**Job Profile No.: CCOG Code:Functional Code:Job Classification Level: |

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| 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**  :In 2022 the United Nations in Senegal will move to a new UN House in Diamniadio. The UN House will host all the UN organizations in Senegal, conference and meeting facilities, commercial entities, and a total of more than 1800 UN personnel. An Independent Project Unit (IPU) will provide common services to all the UN organisations and staff in the UN House.**Purpose for the job** Under the overall guidance and supervision of the IPU Chief, the ICT Manager is responsible for ITC services in the new UN House. This includes responsibility for high quality ICT services, development and implementation of ICT management systems, provision of information management tools, and a high level technology infrastructure for the UN Agencies in Senegal.The ICT Manager will also help design and project manage the ICT services and the initial ICT infrastructure of the building and help ensure a successful transition from Dakar to Diamniadio for the 27 UN organisations. The ICT Manager will set up and manage a team that will provide common services and custom packages, and continuously develop services to meet client expectations and to enhance UN House efficiency and effectiveness. The ICT Manager is responsible for ICT shared services in the UN House, and may be requested by agencies to represent them on corporate issues, including on the common Data Centers. The ICT Manager will responsible for strong business continuity measures for all services provided. Going forward, additional ICT service lines may be added, including technical advisory and capacity building support to Agencies and potential hosting of common applications and systems. The ICT Manager will promote a client-oriented approach in a cost-effective manner, and will undertake continuous capacity building of her/his staff.S/he will help create and define Service Level Agreements (SLAs) of the services under her/his responsibility, prepare Standard Operating Procedures (SOPs) detailing how the service levels will be implemented, and help communicate these to a great variety of stakeholders with different cultural and professional backgrounds. The ICT Manager will also oversee the continuous training of clients with the goal of creating client familiarity and appreciation of the SOPs. The ICT Manager will be part of the IPU management team and will work in close collaboration with managers responsible for Facility Management, Security, and other related areas. The ICT Manager works in close collaboration with the UN House organisations to manage complex ICT related issues. The incumbent will form close links with relevant HQ ICT units to ensure coordinated and complimenting services and will interact with the Regional ICT Management Team as appropriate.The ICT Manager will supervise a small team of United Nations staff and oversee the services provided by multiple vendors and vendor personnel.  |

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| 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)* |
| **Summary of key functions/accountabilities:** * Strategic direction of the ICT operations
* Day-to-day management of local services
* Provision of services to Agencies in Dakar
* Contribution to knowledge management and regional/corporate initiatives
1. Under delegated authority, the ICT Manager provides **strategic direction of the ICT operations** that focuses on the timely and accurate achievement of the following responsibilities:
* Advising senior management on the issues affecting the ICT operations & capacity to provide first-class services to clients;
* Identify innovative approaches and modalities to achieve management targets; to enhance the ICT unit’s capacities & professional management; and to optimize cost-effectiveness;
* Advocating the ICT unit’s services and capacities;
* Promoting a client-oriented approach among all the ICT staff including identification & monitoring of performance benchmarks;
* Managing the ICT unit’s travel; establishing the management scorecard targets; preparing work plans; and monitoring the achievement of results.

Providing technical guidance on Telephony, data/Video, Network Infrastructure, application systems, Services desk environment and other essential data center and related technologies.1. Serving as a focal point between UN Agencies and the external partners, the ICT unit will be responsible to:
* Provide leadership, shared vision, and positive communications to achieve the agencies’ vision and strategy.
* Establish a positive, participative, and collaborative team environment between the external partners and the ICT subgroup that inspires creative, high-performing, continuous learning, and engagement.
* Responsible for establishing Road Map, Working plan, goals, strategies, governance processes, key performance metrics, and necessary plans to execute the business strategy and to maximize the value of technology.
* Ensure efficient and reliable support/coordination, engineering, architecture, implementation, administration and operations of the UN House IT infrastructure and applications technology, including all technologies related to defined Tiers 1 tasks, data centers, Internet access, Applications, end-user computing.
* Implement service desk process for monitoring, patching, updating, securing, recovery, and high-availability of applications and Internet, common storage, server rooms, networking, voice, and video conference.
* Determine, manage, and forecast resource needs (staff and financial) and availability.
* Ensure that day to day operational needs and project needs are equally met to serve the current and future needs.
* Track projects and resources and report current status and project forecasts to the ICT Working group and Project Manager on a regular basis.
* Evaluate needed hardware and software products with special emphasis on new technologies and make recommendations relative to their usage within the UN House.
* Work collaboratively with the Government on purchases and maintenance renewals of hardware and software.
* Prepare the implementation plan together with the ICT Working group, Integrator and Government.
* Lead processes to ensure alignment of selected solutions with agencies standards.
* Maintains standardized approaches to quality assurance processes, practices and tools; Develop and support partnerships with 3rd party vendor(s)
1. The ICT Manager is responsible for the **day-to-day management of full ICT services in Dakar for client UN Agencies**:
* Effective leadership, management and oversight of unit to ensure implementation of ICT strategies and introduction and implementation of new technologies, focusing on achievement of the following results:
* Full compliance with corporate information management and technology standards, guidelines and procedures for the office technology environment.
* Business processes mapping and elaboration/establishment of internal Standard Operating Procedures (SOPs) in ICT management, control of the workflows in the ICT team, including Service Level Standard
* Participation in the office business process re-engineering activities and ensure that business needs drive IT solutions related to corporate resource management.
* Conduct of market research and analysis, and introduction of new technology for office system updating and improvement.
* Development and update of the ICT annual plan and road map. Development and update of the business continuity plan, disaster recovery plan, ICT infrastructure and training plans. Follow up on their implementation.
* Development and implementation of information and documentation management system in accordance with Agencies policy;
* Management of hardware and software packages, ensuring due alignment with corporate systems;
* Ensures efficient global network administration
* Provides web management platform services
* Ensure Internet service management
* Ensures facilitated knowledge sharing platform for the office

4. The ICT Manager is responsible for the **provision of services to Agencies in the UN House** with the aim of strengthening the performance of Agencies through:* *Set up* and lead a team of technicians to develop common platforms for use of Agencies, as well as work with Agencies on custom developments.
* *Provisioning of office automation application software* and support – Provide a repository for information on applications developed for managing the building needs. Coordinate with HQs on integrating with their corporate systems.
* *Serve as focal point for ICT issues for agencies in the UN House* – Proactively collects common issues related to ICT in escalating issues for resolution where required.
* *Process improvement* –Manage UN House Network from best practices in operational shared services as identified by the Agencies ICT focal points in Senegal.
* *Development of Business Continuity Planning* – Identification and coordination of resources in UN House to supplement ICTU services and find solutions to proper ICT related Disaster Recovery and BCP back up.
* *Provision of additional services to Agencies* – Future provisioning of on-demand advisory and capacity building services to CO.

5. As a technical specialist, the ICT Manager actively **contributes to knowledge management and regional/corporate initiatives**:* Synthesis of lessons learned and best practices in ICT
* Keeps closely in touch with colleagues in HQ to be aware of latest information regarding ICT management and system changes.
* Contributes to corporate policy discussions and initiatives in the area of ICT management.
* Actively participates in regional and global knowledge management platforms and takes leading role in regional ICT management.
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| 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)* |
| The ICT Manager’s performance will impact on the overall operational effectiveness of the United Nations in Senegal. Timely provision of high-quality services will help facilitate the effective delivery of the United Nations’ support to the Government of Senegal, and to Governments in West and Central Africa towards meeting the 2030 Sustainable Development Goals, and the UN Secretary-General’s efforts to prevent conflict. The ICT Manager’s performance further contributes to the overall efficiency and effectiveness of the IPU as it relates to providing high-level ICT services that enable the IPU’s clients to focus management attention on their strategic priorities.  |

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| V. Competencies and level of proficiency required (please base on UNICEF Competency Profiles) |
| **Core Values** * Care
* Respect
* Integrity
* Trust
* Accountability

**Core Competencies*** Nurtures, Leads and Manages People (2)
* Demonstrates Self Awareness and Ethical Awareness (3)
* Works Collaboratively with others (3)
* Builds and Maintains Partnerships (3)
* Innovates and Embraces Change (3)
* Thinks and Acts Strategically (3)
* Drives to achieve impactful results (3)
* Manages ambiguity and complexity (3)
 | **Functional Competencies** * Analyzing (2);
* Applying Technical Expertise (3)
* Planning and Organizing (2)
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| **VI. Recruitment Qualifications** |
| Education: | An advanced university degree is required in computer science, software engineering, information technology management, business administration, or another relevant technical field. Certification and/or proven experience in one of these several ICT technical competencies: ICT Project Management, Business Analysis, Information Security, ICT Audit and Risk Management, Telecommunications, Networks Information Security and Software Engineering and Programming  |
| Experience: | A minimum of 8 years of relevant experience in ICT, preferably in ICT Project Management that integrates multiple organizations into a unified system. 5 or more years of senior-level management, regional responsibilities with similar experience and complexity. |
| Language Requirements: | Fluency in French & English required. Knowledge of another official UN language or local language is considered as an asset. |

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| **VII. Signatures- Job Description Certification** |
| Name: Signature Date |
| Title: Name: Signature Date |
| Title:  |