UNITED NATIONS CHILDREN'S FUND

JOB PROFILE

I. Post Information

SENDER: **JOB DESCRIPTION TYPE:** Specific JD **116858** **POST/CASE NUMBER OF SUPERVISOR:** Information Comm. Technology Manager P3, 53166 **REASON FOR CLASSIFICATION:** Post Vacancy Announcement **REGION/DIVISION:** ICTD **COUNTRY:** Valencia **DUTY STATION:** Spain **OFFICE:** ICTD Digital Core **SECTION:** Technology Architecture and Operations (TAO) **UNIT:** IT Service Management (ITSM)	**CATEGORY: IP** **PROPOSED LEVEL: P3** **JOB TITLE:** ICT Specialist (Enterprise Service Management Platform Specialist) **Functional Code: ICT**

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 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. Therefore, 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:

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.

Service Now (in UNICEF branded as Service Gateway) is the UNICEF enterprise service and case management tool, providing a client-focused environment for requesting services and reporting faults. Its implementation has brought measurability and visibility into service operations and enabled the establishment of service-level agreements between service entities such as Financial and Administrative Management, Human Resources, ICT, and their clients, as well as operational-level agreements between the service delivery entities. As a result, service managers are empowered with the information needed to identify and remove service bottlenecks, and individuals who need training and measure performance in an objective and data-driven manner. All these elements have contributed to a more efficient means of delivering services to UNICEF staff.

Purpose for the job

The primary responsibility of the ICT Specialist is to guarantee the stability, security, operational efficiency, and availability of the platform (ServiceNow) that hosts UNICEF's Enterprise Service Management system, known as Service Gateway.

This position reports to the ICT Manager at the P3 level and supervises 1 ICT Officer (Service Automation) at the P2 level. This role may also oversee the work of consultants.

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

The role includes the following duties/tasks:

System Administration: User administration, role-based access control, system configuration, customization, and security management.

Workflow and Process Automation: Use of ServiceNow capabilities to design and create workflows to automate processes. Gather requirements, and configure approvals, notifications, and escalations within workflows.

Service Catalog and Request Management: Manage Catalog Items, service requests, and fulfillment workflows. Configure catalog variables, order guides, and service level agreements (SLAs).

Reporting and Dashboards: Manage ServiceNow's reporting capabilities and create meaningful reports and dashboards to track key performance indicators (KPIs) and metrics. Customize reports, homepages, and dashboards using ServiceNow's reporting tools.

Integrations: Manage the integration of ServiceNow with other systems and tools using the platform's integration capabilities, including web services, APIs, and data imports/exports.

Scripting and Customization: Use scripting languages such as JavaScript and GlideScript to customize and extend the functionality of the ServiceNow platform. Develop business rules, client scripts, UI policies, and script includes.

Upgrades and Maintenance: perform regular system maintenance including patching, upgrades, and performance tuning. Stay up to date with ServiceNow's roadmap of releases, new features, and security patches, plan, test and execute upgrades to ensure all instances are secure and running optimally with minimal disruption to existing configurations and customizations.

Ensure Data Security and Compliance: Implement appropriate security measures, access controls, and data protection practices to safeguard UNICEF data within the ServiceNow platform.

Provide platform-related Technical Support: Problem-solving and troubleshooting of incidents related to the ServiceNow platform. Follow up with ServiceNow's support, as well as use knowledge base and community resources to find solutions to common challenges.

Comprehensive Training and Documentation: Conduct training and write technical guides for user guides and process owners to ensure they can effectively use and manage the ServiceNow platform. Design dynamic governance documents to guide the adoption of best practices relevant to the daily operations of the platform.

Maintain Communication Channels: Establish regular communication channels and proactively reach out to process owners to address their concerns, provide updates, and gather feedback. Engage in analyzing requirements with system stakeholders and providing technical solutions

Vendor engagement and contract management: Monitor license compliance as per subscription and assist the product manager with compliance and vendor contract reviews.

Lead, supervise, develop, and empower staff under supervision. Monitor work progress and ensure results are achieved according to schedule and performance standards. Promote a positive culture of performance management, providing timely guidance, feedback, and support to the team.

Perform any other relevant tasks assigned by the supervisor.

IV. Impact of Results

Service Gateway is used in UNICEF to streamline and automate various business processes, particularly in IT Service Management (ITSM) and other operations domains. It offers a range of features and benefits that help UNICEF improve efficiency, enhance service delivery, and ensure better management of IT and business operations.

Service Gateway is an essential tool for GSSC and ICTD as it offers a centralized platform for self-service, incident management, change, and request management. It enforces standardized processes across the organization, ensuring compliance with internal policies and external regulations.

Its reliability is particularly important during the crisis which lowers the tolerance for downtime and service interruption. Managing the Service Gateway Platform requires dedicated resources.

Given the platform's critical role in supporting a significant part of UNICEF's operations, it requires focused attention on maintaining platform health and performance, planning and executing upgrades and security patches, and guiding product managers, process owners, developers, the governance team, and stakeholders on best practices. This focus ensures process efficiency and delivers top-tier functionalities to UNICEF's workforce.

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

Core Values	Core Competencies
- Care - Respect - Integrity - Trust - Accountability - Sustainability	- Nurtures, leads, and manages people (1) - Demonstrates Self Awareness and Ethical Awareness (2) - Works Collaboratively with others (2) - Builds and Maintains Partnerships (2) - Innovates and Embraces Change (2) - Thinks and Acts Strategically (2) - Drive to achieve impactful results (2) - Manages ambiguity and complexity (2)

VI. Recruitment Qualifications

Education:	- Advanced degree in Information Systems, Computer Science, Information Technology, or a related field that can provide a solid understanding of computer systems, programming languages, databases, and IT concepts. - A first university degree in a relevant area combined with 2 additional years of relevant work experience may be accepted in lieu of an advanced university degree. - ServiceNow training programs that cover various aspects of ServiceNow administration, development, and configuration are required. Certified System Administrator (CSA) and Certified Implementation Specialist (CIS) certifications are key advantages.

	• Training programs that cover aspects of IT Service Management are required. Accredited certifications such as ITIL 4, Prince2, PMI, Agile, and Scrum methodologies are key advantages.
Experience:	• A minimum of 5 years of experience with ServiceNow platform administration, including experience in leading platform enhancement projects and implementing complex customizations, is required. • Experience in integrating the ServiceNow platform with other enterprise systems using REST/SOAP APIs, MID Servers, and various integration tools is required. • Experience with Azure DevOps or any relevant tool that enables organizations to deliver software applications through the entire DevOps lifecycle is required. • Proficiency with programming languages including JavaScript, GlideScript, PowerShell, HTML/CSS, XML, and AngularJS is required. • Experience with automation tools and technologies such as workflow automation platforms, business process management (BPM) software, robotic process automation (RPA) tools, and scripting languages is an added advantage. • Experience in customizing the user interface (UI) and user experience (UX) is an added advantage.
Language Requirements:	• Fluency in English is required. • Knowledge of another UN language is an added advantage.
Other Skills and Attributes	• Strong and effective oral and written communication skills • Effective listening and interpersonal skills • Ability to plan and organize • Business Analysis and technical documentation skills • Results-driven and works without supervision • Logical approach with expert analytical and problem-solving skills