	UNITED NATIONS CHILDREN'S FUND **JOB PROFILE**

I. Post Information

Job Title: **ICT Specialist (Hybrid Directory and Endpoint Management)**	Job Level: **P3**
Supervisor Title/ Level: **ICT Manager (Senior Architect, Core Infrastructure) 1608**	Job Profile No.: **96108**
	CCOG Code:
Organizational Unit: **Technology, Architecture and Operations, ICTD**	Functional Code:
Post Location: **Digital Core, Valencia, Spain**	Job Classification Level: **P3**

II. Organizational Context and Purpose of 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 Core Infrastructure Services unit is the team of IT professionals responsible for "IT of IT", including architecture and engineering of internal IT systems supporting the UNICEF mission globally. Within the Cloud Strategy of ICTD, Hybrid Infrastructure relates to Right-sizing and Right-locating mission critical systems both On-Premises as well as Public and Private clouds in a best-match for purpose. UNICEF is investing heavily in Cloud and On-Prem technologies from Microsoft and other vendors, including Azure, Entra, Windows Server, Windows Client among others.

Active Directory and Server systems are one of the most critical organizational IT systems of the unit's portfolio.

The position is under the supervision of the ICT Manager (Senior Architect, Core Infrastructure) and supervises two ICT Officers, P2 and one Senior ICT Associate, G7.

Purpose of the Job

Under the supervision of the ICT Manager (Senior Architect, Core Infrastructure), the ICT Specialist (Hybrid Directory and Endpoint Management) is responsible for the overall architecture and operational support of UNICEF global Hybrid Directory Services, including both Microsoft Entra ID (formerly Azure AD) as well as On-Prem Microsoft Windows Active Directory Domain Services.

Working with these and other Technologies, the role ensures these services are secure, highly available, resilient, and optimized, while also complying with best practices. The specialist conducts routine health checks, administers Hybrid Identity systems function, and monitors integrity and performance of the Hybrid System elements. Additional responsibilities include overseeing PKI, Patch Management with Ivanti, and Modern Device Management with Intune, ensuring seamless synchronization and certificate lifecycle management.

The ICT Specialist collaborates with ICTD functional groups and Field ICT staff to implement and perform system configurations, software installations, and new feature implementations. They streamline operational procedures and provide SME support for virtualization infrastructure, ensuring integration with new technologies such as Identity Management and Federation Services. This role is crucial in facilitating high performance and secure operations across UNICEF's IT ecosystem, promoting the adoption of CloudNative and Hybrid Device Identities, and leading the way in modern identity solutions for internal services.

III. Key functions, accountabilities and related duties/tasks

Summary of Key functions and accountabilities

1. **System Administration, Performance Monitoring, and Maintenance**: Utilizes industry tools to manage, implement, monitor, and troubleshoot Hybrid Directory Services operations, including Microsoft Entra ID, On-Prem Microsoft Windows Active Directory Domain Services, and Hybrid Identity. Regularly performs health checks across the global domain controllers and administers AD replication and architecture. Handles troubleshooting of authentication failures and name resolution issues. Ensures the integration and health of Hybrid Identity and PKI systems and certificate lifecycle management.

2. **Manages and leads the staff under supervision**: Provides leadership and supervision. Establishes clear individual performance objectives, goals and timelines; provides timely guidance to enable the team to achieve their goals. Motivates and inspires staff so they perform at their best. Identifies training opportunities to meet staff development needs aligning with the Section goals. Builds a positive and collaborative work culture. Nurtures and empowers talent so staff can reach their full potential.

3. **Configuration, Upgrades, and Technical Architecture**: Implements system configurations, standards definition, and new feature implementation on Hybrid Directories including Entra ID and Windows ADDS. Participates in testing and implementation of future builds, ensuring configurations for Hybrid Identity, PKI, and Modern Device Management with Intune are optimal. Collaborates with peers to implement changes and improvements in existing system configurations and procedures, ensuring services are secure and efficient.

4. **Modern Desktop Management Solutions**: Provides technical leadership and support for the technical administration of the Device Identity and Management technologies at Valencia Digital Core, including support for Hybrid Device Identity, Patch Management with Ivanti, and Modern Device Management with Intune. Collaborates with various ICTD functional groups and Field ICT staff to ensure domain directory services are secure, best practices are applied throughout relevant system landscape.

5. **Innovation, Design, Implementation of Solutions on Related Technologies**: Conducts thorough research and defines solutions associated with Hybrid Identity, PKI, Patch Management and Modern Device Management and associated technology areas. Is Directly responsible for the UCEFDEV learning and testing environment. Implements designs and changes in the production environment, enhancing the efficiency of these solutions. Proactively stays updated with advancements in associated technologies to ensure the solutions implemented are up-to-date and follow industry standards. Provides insights and recommendations based on technical documentation reviews. Creates and maintains comprehensive operations documentation for these technology solutions. Performs systems and problem reviews and provides technical status reports and statistics on related releases and deployments, ensuring a smooth transition and implementation of these technologies.

6. **Performs as technological leader** around key technologies areas including but not limited to Hybrid Identity, Windows Client, Modern Desktop Management.

7. All other associated team responsibilities as deemed by the supervisor.

IV. Impact of Results

Summary of Key functions and accountabilities

Frequent decisions are centered around identifying challenges and devising solutions within the Hybrid Identity ecosystem, which includes Microsoft Entra ID, On-Prem Microsoft Windows Active Directory Domain Services, Hybrid Identity, PKI, Patch Management with Ivanti, and Modern Device Management with Intune and others. A lapse in effectively managing these components could result in complications with UNICEF's global Hybrid Identity infrastructure, leading to potential service disruptions and impacting UNICEF's daily operations.

Decisions regarding upgrades and enhancements to the Hybrid Identity system and their implications on supported services are crucial. These decisions directly affect how effectively UNICEF can evolve and make use of its Hybrid Identity infrastructure, influencing the overall robustness and performance of its IT services.

Decisions related to formulating procedures and policies for the configuration and optimization of the Hybrid Identity system are pivotal. The effectiveness of these policies will significantly influence how UNICEF configures, optimizes, and utilizes its Hybrid Identity infrastructure, profoundly impacting the organization's operational efficiency and service delivery.

V. Competencies and level of proficiency required

Core Values

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

Core competencies

Builds and maintains partnerships
Demonstrates self-awareness and ethical awareness
Drive to achieve results for impact
Innovates and embraces change
Manages ambiguity and complexity
Thinks and acts strategically
Works collaboratively with others
Nurtures, leads and manages people

Functional Competencies:

- Analyzing [II]
- Formulating Strategies & Concepts [II]
- Planning and Organizing [II]
- Applying Technical Expertise [III]
- Negotiation skills [II]
- Leading & supervising (I)

VI. Recruitment Qualifications

Education:	Advanced University degree in Computer Science, Information Systems Management or related field is required. A first university degree in the above-mentioned areas combined with additional 2 years of substantive practical professional work experience may be considered in lieu of Advanced University Degree, Up-to-date Industry Certifications in associated Modern Desktop Management, Cloud and On-Prem Directories as well as Public Cloud like Microsoft Azure, Client and Server OS are highly desirable. Certification and Knowledge on Related Frameworks like ITIL, DevOps, Project Management, Source Control using Git, Infrastructure as Code are highly desirable
Experience:	5 years practical work experience in Information Technology with hands on experience in Entra ID, Azure, Active Directory Domain Services, Windows Server Operating Systems, Managed Hypervisors Systems administration, and inter-operation with Windows client is required. Experience in administering Windows Server Domains, Federation including ADFS, Authentication using SAML, Entra ID Connect, and directory service topologies and architectures is required. Experience in leading technology implementation at enterprise level, coupled with related and practices of Automation, DevOps, Infrastructure as Code, installations, refactoring, and migrations securely provisioned in a large scale environment with diverse networked locations is highly desirable.
Language Requirements:	Fluency in English required. Knowledge of another official UN language is desirable.