



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

I. Post Information

Job Title: **Business Analyst**
Supervisor Title/ Level: **Senior ICT Business Relationship Manager, P-5**
Organizational Unit: **ICTD Strategy, Risk Management and Governance Section**
Post Location: **NYHQ**

Job Level: **P3**
Job Profile No.: **100011, 100012, 100013, 100014**
CCOG Code:
Functional Code:
Job Classification Level: **P3**

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 Business Analyst reports to the Senior ICT Business Relationship Manager (BRM), and will be embedded within the relevant cluster supported by that BRM.

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

The ICT Business Analyst (Business Relationship Management) is responsible for supporting the Senior ICT Business Relationship with the relevant Divisions in the cluster. Under the

guidance of the Senior ICT Business Relationship Manager, the incumbent identifies, proposes, and develops, the IT business demand and strategic investments as well as the execution of ICT projects for the cluster, ensuring they align with the technology that provides maximum efficiency and effectiveness. The incumbent cultivates, establishes and maintains effective and value-added working relationships with the business and ICT counterparts, and collaborates with business stakeholders and ICT counterparts for the delivery of technology solutions, service management, and risk management, participating for the development of strong business cases in support of organizational goals

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)*

Identification and analysis of ICT business demands and objectives

- Assist and support the Senior ICT Business Relationship Manager to identify, propose, develop, and prioritize the ICT business demands and strategic technologies and investments for the cluster.
- Gather data and analyze business requirements. Assess business needs utilizing a structured requirements process (gathering, analyzing, documenting, and managing changes) to assist in identifying business priorities and advising on options. Conduct feasibility studies and draft proposals for evaluation by ICT Project Governance entities.
- Assist in the business process redesign and documentation as needed for new technology initiatives.

Serve as a liaison between the cluster and ICT solutions center

- Build and maintain strong working relationships with the assigned cluster and serve as an interface between the Cluster and ICT Division, ensuring a coordinated delivery of services by ICT as a whole.
- Troubleshoot problems and develop recommendations for resolution. Identify need for technical assistance to help in problem resolution.
- Develop and document product requirements in order to facilitate user test and system integration testing. Monitors testing process to ensure that business results are adequately tested with minimal risk. Coordinates with ICT Solution center to ensure test strategies involve appropriate integration and process components. Work with business counterparts to design, establish, deliver training to users, and maintain sustainable user training program.
- Identify and propose improvement opportunities through the effective use of technology, ensuring that the functional requirements are fully met by the proposed solution.
- Propose and define options, risks, costs versus benefits, and impacts on end-user products and services, business processes and system.

Business process design, service management and support

- Support and develop the resolution of complex ICT-enabled business cases in the cluster. Provide assistance in developing and documenting business cases in terms of architectural and portfolio fit, resource estimation, time planning and value.
- Conduct cost benefit analyses for projects, and work with business units in the cluster in execution of prioritization and delivery of projects. Participate in recommendation for joint or coordinated application project delivery across Client Divisions in collaboration with other BRMs.
- Develops performance metrics and key performance indicators to measure client satisfaction
- Support the supervisor to manage internal customer expectations with respect to IT services. Identify gaps between customer needs and IT capabilities, and work to find innovative solutions to those gaps.
- Assist in developing guidelines for the evaluation, assessment and oversight of providers and third-parties of ICT-related services and products, while ensuring good governance and adherence to standards, policies, procedures and guidelines. Works with appropriate stakeholders to proactively identify and evaluate risks associated with business decisions.
- Negotiates agreements and commitments by facilitating communication between business stakeholders and ICT from initial requirements to final implementation.

Advocacy

- Act as a liaison for business requirements and required results between business division and ICT.
- Carry out change management activities (frequent communication to staff and clients about the change and the impact of the change, advocacy, coaching and minimize disruption and achieve desired results from ICT projects/initiatives that are triggered/enabled by technology.
- Promote business knowledge of IT-enabled solutions to ensure the best possible outcome. Participate and deliver IT innovation and awareness programs.

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 overarching ICT strategic goal is to transform and build partnership with our stakeholders to successfully implement UNICEF programmes globally through the use of innovative technology-enabled solutions. This requires stronger partnerships with different units of the organization. The Business Analyst plays an important role in building and sustaining ICT partnership, credibility and trust amongst our stakeholders. The Business Analyst's business knowledge, technical expertise, and his/her ability to identify and coordinate delivery of technology solutions aligning with business strategies will greatly enable the organization to reach the ICT strategic goal

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"> • An Advanced University Degree (Master's Degree or equivalent) in management information systems, computer science, business administration, information technology management or other related social science field. • A first 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.
Experience:	<p>A minimum of 5 years of professional experience in information management technology in a large international organization and/or corporation is required, including:</p> <p><u>General skills and experience:</u></p> <ul style="list-style-type: none"> • Work experience in one of the following areas: Web/Mobile solutions, Data management and Business intelligence solutions; Customer relationship management solutions; customer support technologies, Technical Architecture, IT Applications, IT Operations. • Experience engaging with multiple stakeholders in a large context/geographically dispersed organization. • Experience in successfully supporting large, complex projects or in IT consulting/staff roles

	<ul style="list-style-type: none"> • Work experience/ in-depth knowledge of business operations and systems requirements processes. • Proven experience in eliciting requirements and testing • <p><u>Specific functional skills (at least one of the combinations below):</u></p> <ul style="list-style-type: none"> • Extensive understanding and experience with integrated ERP (SAP, Oracle) and related business applications in global, multi country organizations Experience with advocacy and outreach communication platforms, including social media • Extensive experience with and understanding of open source software development and field-focused ICT systems for Development/Programmes (A strong plus if systems are UNICEF's). Extensive experience with and understanding of emergency ICT systems (strong plus if systems are UNICEF's). • Experience of emerging data sources and analytics and leveraging information for Programme and policy advocacy. Experience with data science, business intelligence, real time monitoring system and knowledge management. <p>Experience with fund raising processes, customer relationship management solutions and related information systems. Excellent understanding of social media tools.</p> <p>Experience in a UN organization is an asset.</p>
Language Requirements:	<p>Fluency in English is required with advanced written and oral proficiency is required.</p> <p>Knowledge of another official UN language (Spanish, Arabic, Chinese, French, Russian) is an asset.</p>