



UNICEF
United Nations Children's Fund

Generic Job Profile (GJP)

I. Post Information

Job Title:

ICT Specialist

Supervisor Title/ Level:

Regional Chief of ICT, Operations Manager, Chief of Operations

Organizational Unit:

Operations

Post Location:

Country Office

Job Level: Level 3

Job Profile No.:

CCOG Code: 1A05

Functional Code: ICT

Job Classification Level: Level 3

II. Organizational Context and Purpose for the job

UNICEF is a leading humanitarian and development agency working globally for children rights. Child rights begin with safe shelter, nutrition, protection from disaster and conflict and traverse the life cycle. UNICEF strive to ensure that all children are born alive, stay safe and keep learning.

For 70 years, UNICEF endeavor to improve the lives of children and their families. Working with and for children through adolescence and into adulthood requires a global presence whose goal is to produce results and monitor their effects. UNICEF also lobbies and partners with leaders, thinkers and policy makers to help all children realize their rights—especially the most disadvantaged.

Job organizational context: The **ICT Specialist (Level 3)** reports to the Regional Chief of ICT, Chief of Operations, Operations Manager in medium size country offices. Depending on the office structure, the second reporting officer is the Regional Chief of ICT.

Purpose for the job: Based on the established policies, guidelines and service level agreements (SLAs), the purpose of the incumbent role is to manage, lead and support the ICT functional accountability and internally manage ICT function and externally enhance collaboration and capacity building; improve the delivery of results and knowledge management; build business relationships and foster innovation.

The Generic job profile (GJP) may be modified by regional or country offices to meet their specific needs.

III. Key functions, accountabilities and related duties or tasks

Summary of the key functions, accountabilities and related duties or tasks include:

1. Manage the ICT function and provide technical and operational support,
2. Enhance collaboration, build internal and external relationships and capacity;
3. Improve results delivery;
4. Foster innovation.

1. Manage the ICT function and provide technical and operational support:

- Manage ICT and supervise staff to enable the implementation of corporate ICT priorities, solutions and services;
- Prepare ICT related plans, budget, set priorities and performance indicators as well as year-end assessments, reviews and reporting;
- Safeguard the physical and logical security and safety of ICT environment and infrastructure;
- Provide quality assurance of projects and activities in accordance with ICT functional accountabilities

- Monitor risks and threats to ICT environment or infrastructure and take appropriate action;
- Manage compliance and escalate exceptions (proactive) and deviations (reactive);
- Manage ICT-related communication materials internally, from NYHQ, GSSC or regional office;
- Support the office business continuity plans development and ensure the inclusion of ICT inputs and perspective;
- Act as UNICEF focal point for inter-agency activities;
- Liaise with regional office, GSSC and ITSS to keep abreast of new initiatives and opportunities to innovate and modernize office operations and to contribute to the collective ICT evolution;
- Validate the compliance with the host government regulatory requirements vis-à-vis the Basic Cooperation Agreement (BCA), i.e., data collection of sensitive information or personally identifiable information (PII), telecommunications licenses, use of specialized equipment, such as HF/VHF radios, high-gain antennae, satellite phones, VSATs, VOIP, drones, etc...

2. Enhance governance, collaboration, build relationships and capacity:

- Participate in office management –*CMT, operations and programme* meetings to exercise the functional accountabilities of the ICT function;
- Represent UNICEF ICT in inter-agency functions;
- Support counterparts and implementing partners to build capacity and nurture independence;
- Engage with programme sections, counterparts and implementing partners to form “technical and business reference groups” to identify, analyze, research and promote innovative and viable solutions;
- Assist in oversight, assessment and audit of vendors, counterparts and implementing partners
- Assist in the promotion of creativity and innovative thinking to re-engineer work processes and make the best use of technology within and outside UNICEF;
- Support Supply and programme staff to establish local LTAs for ICT-related programme contracts for services and products;
- Conduct oversight of providers and third-parties of ICT-related services and products to programme;
- Study and understand the business requirements, i.e., PPP, RBM, HACT, etc... to improve the delivery of results;
- Stay abreast of ICT trends, developments and best practices through professional development – journals, training, certification, etc....

3. Improve the delivery of results:

- Build and strengthen relationships with counterparts, i.e., government, sister United Nations agencies, international nonprofit organizations (INGOs) and Civil Society Organizations (CSOs);
- Promote the use of collaboration tools for knowledge management, capacity building and preserving institutional memory;
- Lead the implementation of eTools and facilitate training workshops or clinics;
- Work closely to facilitate HACT implementation with partnership managers, programme and operations staff;
- Collaborate with the Risk Focal Point the risks and opportunities inclusion in the risk register and support stakeholders to address them;
- Liaise with HQs, RO and other CO to share knowledge, experience; discuss opportunities and risks for the improved delivery of results;
- Represent UNICEF ICT in One UN, Delivering as One and other UN reform initiatives.
- Collaborate with C4D and use their advocacy, outreach and dissemination tools for better utilization of technology to advance the delivery of results;
- Facilitate project management methodologies trainings and support the application by staff, counterparts and implementing partners;
- Participate in person or remotely in UNICEF global, regional or country offices events and discussions to contribute results based management/programming.

4. Foster innovation:

- Promote creativity and innovative thinking to re-engineer work processes and make the best use of technology within and outside UNICEF;

- Evaluate innovation initiatives potential opportunities and possible risks to improve productivity, efficiency and effectiveness and share with senior management, regional office, ITSS and Innovation Division;
- Establish a local governance board for the formal review and assessment of local innovation initiatives;
- Ensure exist strategies are incorporated in all innovation initiatives prior to approval;
- Implement approved innovative projects such as eTools, RapidPro, Ureport, etc...
- Support counterparts and implementing partners to implement approved innovation initiatives;
- Facilitate TED-like events inviting local and international scholars, CEOs and technology gurus;
- Connect academia to innovation opportunities, i.e., vocational schools, colleges and universities;
- Work closely with Communication to promote to local philanthropists the benefits and rewards of innovation for their active participation, support and funding;
- Engage the private sector to maximize the use of corporate social responsibility (CSR) resources for no-cost innovation initiatives, e.g., bulk telecommunications services at low cost or free during periods of under-utilized resources.

IV. Impact of Results

The ICT function supports UNICEF's mission and strategic plan by enabling programme and operational effectiveness and efficiency through innovation, partnerships and providing ICT solutions and services in a timely, secure and safe manner.

With regards to the performance of the incumbent, any failures not properly addressed or corrected will have high operational and damaging impact to UNICEF office as a whole. The absence or lack of a sound management of the ICT functions will affect UNICEF's ability to support local counterparts and implementing partners and potentially affect UNICEF ICT globally and possibly have legal or financial repercussions affecting UNICEF's brand and reputation.

V. UNICEF values and competency Required (based on the updated Framework)

i) Core Values

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

ii) Core Competencies (For Staff with Supervisory Responsibilities) *

- 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)

or

Core Competencies (For Staff without Supervisory Responsibilities) *

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

*The 7 core competencies are applicable to all employees. However, the competency Nurtures, Leads and Managers people is only applicable to staff who supervise others.

VI. Qualifications

Education:	An advanced university degree is required in computer science, software engineering, information technology management, business administration or another relevant technical field. *A first-level university degree in a relevant field combined with seven years of professional experience may be accepted in lieu of an advanced university degree.
Experience:	A minimum of five years of professional experience in information technology management and business operations in a large international organization and/or corporation is required. Experience in a UN organization is an asset.
Technical Competencies:	Certification and/or proven experience in one of these several ICT technical competencies: ICT Project Management, Business Analytics, Information Security, ICT Audit and Risk Management, Telecommunications, Networks Information Security and Software Engineering and Programming
Language Requirements:	Fluency in English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) or a local language is an asset.