UNICEF
United Nations Children's Fund

Lao PDR Specific Job Profile

I. Post Information

Job Title:
Technology for Development (T4D) Officer
Supervisor Title/ Level: ICT Specialist Level 3
Organizational Unit: Operations
Post Location:
Lao PDR Country Office

Job Level: P2
Job Profile No.:
CCOG Code:
Functional Code: ICT
Job Classification Level: P2 2

II. Organizational Context and Purpose for the job

UNICEF works in some of the world's toughest places, to reach the world's most disadvantaged children. To save their lives. To defend their rights. To help them fulfil their potential. Across 190 countries and territories, we work for every child, everywhere, every day, to build a better world for everyone. And we never give up.
For every child, a better future.

Job organizational context: The **Technology for Development (T4D) Officer (Level P2)** reports to the ICT Specialist, in matrix management with the Representative, Deputy Representative Programmes, overseeing T4D in UNICEF Lao PDR.

Purpose for the job: The purpose of this role is to lead and support demand for Technology for Development (T4D) programmatic support. UNICEF Programmes increasingly leverage digital means for effective programme delivery, systems strengthening and monitoring. The T4D role will assist programme teams in the identification, assessment and integration of ICTs and digital innovation into UNICEF programming; strengthening internal capacity to lead and support T4D related initiatives; identifying and engaging with key partners; building business relationships; applying reusable and replicable technical buildings blocks; and maximizing potential for the scale-up and sustainability of technology and digital innovation for UNICEF programming.

The T4D Officer is directly supervised by the ICT Specialist but works closely with Deputy Representative, Programme and Lao PDR Programme staff and in close liaison with the East Asia Pacific Regional Office (EAPRO) ICT and Digital Innovation Unit, the central ICT Division and UNICEF Innovation where applicable.

III. Key functions, accountabilities and related duties or tasks

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

1. Supportthe T4D function and provide technical and programmatic support,
2. Policy and Strategic Development for Technology-enabled Programming,
3. Support ICT Specialist in Engaging and maintaining partnerships and networks,
4. Contribute to Knowledge Management,
5. Capacity Building.

1. Support the T4D function and provide technical and programmatic support:

1.1. *Business Relationship Management*
Liaise with regional office to manage Business and Programme Relationship services to define high-level requirements; document and match requirements and guide the design, development and deployment of appropriate T4D solutions.
1.2. *Portfolio Coordination*
Work closely with regional office in deploying a portfolio approach, adapting common solutions prioritised for UNICEF programming (e.g. Digital Public Goods).
1.3. *Support and assist design of T4D interventions*

Provide support and technical assistance to the Country Office in the identification, selection, concept design, deployment and sustainability of T4D interventions to address bottlenecks towards the achievement of programme results.

1.4. *Identify and assess new Technology and Digital Innovations*
Assist programme sections to identify and assess new T4D initiatives, or new phases of on-going initiatives, with immediate potential to improve UNICEF programming.

1.5. *Solution procurement and evaluation*
Assist the review of technical solutions to ensure UNICEF standards are followed; contribute to project management processes, generation and review of terms of reference and vendor selection.

1.6. *Deployment advice and support*
Assist with implementation strategy of digital technology initiatives. Including technical oversight, troubleshooting and the documentation of challenges and resolutions.

1.7. *Design thinking*
Support human/user-centred design methods to enable user-acceptance testing, evaluation, documentation and analysis.

2. **Support the Policy and Strategic Development for Technology-enabled Programming**

2.1. *Digital Development and Technology Innovation Strategy*
Support implementation of the technology and digital innovation strategy for the country office; bring visibility to T4D gaps, opportunities and scale-up strategy in support of CO priorities.

2.2. *Participation in programme analysis and management processes*
Work closely with ICT specialist and PME to integrate digital development and technology innovation into the programme planning lifecycle. Align with programme priorities (AWP etc.) and attend planning meetings (PCM).

2.3. *Support Quality Assurance*
Help monitor development and quality assurance during planning and deployment of T4D initiatives; participate in establishing and maintaining standards, documentation and support mechanisms for T4D.

2.4. *Convene and guide compliance with T4D best practices*
Participate in CO T4D Governance Committee and support compliance of T4D initiatives with the Principles for Digital Development (http://digitalprinciples.org/) and UNICEF T4D best practices.

3. **To support ICT Specialist in engaging and maintaining partnerships and networks**

3.1. *Engage and maintain partnerships and networks*
Support ICT Specialist in the development of partnerships and networks with local solution providers, innovators, NGOs, cultural and religious organisations, the private sector, local media and academia to build and provide a space to nurture and test new and innovative technologies and build local capacity.

3.2. *Advocacy and communications*
Participate and support Country Office representation in external, inter-agency or partner forums on Digital Development and Technology Innovation.

3.3. *Proposal and partnership development*
Help identify opportunities for resource mobilisation and new partnerships and assist proposal and partnership development efforts.
Provide advice and support to programme partners
Provide inputs to technical and operational support to a wide range of stakeholders and partners on UNICEF policies, practices, standards and norms on technology for development.

3.4. *Standards and procedures for ownership*
Work with stakeholders to analyse and help develop standards, procedures and partnerships for T4D interventions and their transition to relevant Government and Civil Society Institutions.

3.5. *Transfer and skill-sharing for programme partners*
Help maintain partnerships with government counterparts and national stakeholders through active sharing and transfer of knowledge, skills and tools to foster and facilitate technology-enabled programming.

3.6. *Document localized partners and profiles*
Contribute updates to a catalogue of country specific T4D partners and their profiles/areas of engagement to promote and enhance UNICEF goals for outcomes for children through the use of Technology for Development.

4. **Contribute to Knowledge Management**
   4.1. Share lessons learned
      Help identify, capture, synthesize and share lessons learned from T4D for integration into broader knowledge development planning, advocacy and communication efforts.
   4.2. Landscape mapping
      Maintain an inventory of Technology and Innovation interventions, assets, resources and networks.
   4.3. Monitoring, evaluation and learning
      Work with PME to ensure documentation and clear monitoring and evaluation mechanisms for innovation and T4D projects including baseline data collection, on-going monitoring, as well as first phase data collection and analysis.
   4.4. *Contribute to Peer Support Networks*
      Contribute and share to regional and global digital development and technology innovation networks and activities.

5. **Capacity Building**
   5.1. Data analysis for evidence generation
      Build capacity of programme staff and partners in analysing the large amounts of data generated through T4D initiatives including the use of data visualization techniques and analytics tools.
   5.2. *Co-create appropriate solutions*
      Work directly with programme teams and partners to adapt technology and innovative solutions appropriate to the country programme.
   5.3. *Provide training to stakeholders and end-users*
   5.4. Participate as resource person in capacity building initiatives to enhance the competencies, capacity and knowledge within the programmes on digital development, train UNICEF staff, partners, government counterparts and other end users in digital development and technology innovation.
   5.5. *Build awareness around Innovation & Frontier Technology*
      Assist developing staff capabilities in appropriate use of frontier technology and innovations such as UAVs, wearables, IoTs, mobile money, blockchain etc.

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. Competencies and proficiency (level) requirement:
(based on UNICEF Competency Framework, listed in alphabetical order)

Core Values
- Care
- Respect
- Integrity
- Trust
- Accountability

Core Competencies
- 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)
- Drives to achieve impactful results (2)
- Manages ambiguity and complexity (2)

Functional Competencies
- Analyzing (2);
- Applying Technical Expertise (2);
- Planning and Organizing (1)

VI. Qualifications

Education:	A university degree is required in Business Analysis, ICT Management, Computer Science, Innovation, Digital Development, International Development or another relevant technical field.
Experience:	A minimum of two years of professional experience in information communication technology for development (ICT4D) in a large international organization and/or corporation is required. - Experience identifying, designing and implementing solutions for large-scale projects with technical components – including supervising external vendors and software developers; responsibility for business analysis, budgets, contracts, project management and procurement, etc.; - Experience with ICT, mobile and web-based technologies, particularly designing or deploying tools appropriate to Asia and Pacific; - Experience in Open Source, mobile and emerging technology applied to UNICEF programme areas is extremely desirable; - Exposure to UNICEF, UN or other INGO programmatic areas, including (but not limited to) health, nutrition, child protection and/or education, and experience in applying technical solutions to address programmatic issues. - Experience with RapidPro, OpenSRP, DHIS2, ODK and other digital public good technologies, and deploying, maintaining and scaling these technologies is highly desirable.
Language Requirements:	Fluency in English is required. Knowledge of another official UN language or local language of the duty station is considered as an asset.

VII. Signatures- Job Description Certification

Name: Boualiane Obmalay	Signature	Date
Title: ICT Specialist		
Name Dr. Pia Britto	Signature	Date
Title: Head of Office		