**TERMS OF REFERENCE (ToR)**

**TEMPORARY APPOINTMENT**

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| **Post Title: Technology for Development (T4D) Specialist** |
| **Type of Contract:** Temporary Appointment | **Job Level:** Level 3 |
| **Duty Station:** Kingston, Jamaica | **Duration:** |
| **Supervisor:** Deputy Representative | **Organizational Unit:** Program |
| **Funding Source (Output/Outcome):** |  |

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1. **Context and Background**

UNICEF is a leading humanitarian and development agency that supports fulfillment, realization, protection, and promotion of Child rights encompassing the rights to survival, development, protection, and participation. For 75 years, UNICEF has endeavored 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.

There is a growing recognition of the value of digital technology in advancing lives and rights of children and their families in Jamaica. UNICEF Jamaica was instrumental in supporting the Ministry of Health and Wellness (MOHW) efforts to combat the Covid-19 pandemic, which impacted the well-being of Jamaican children and their families. Jamaica became the first Caribbean country to receive a batch of COVAX-procured vaccines.  Through collaboration with the Private Sector Vaccine Initiative (PSVI), UNICEF assisted MOHW in the creation and implementation of a digital vaccine information management platform for the country's COVID-19 vaccine deployment and digital certificate generation.

After successful rollout of Covid-19 vaccination digitization, UNICEF Jamaica was tasked by MOHW to conduct a comprehensive assessment to ascertain the readiness of the health system to digitize the routine immunization system. In addition to health programs, UNICEF Jamaica has now also started supporting the digitalization of key processes in the ministries of Education, Child Protection/Diversion and other program domains.

1. **Purpose of the position**

The purpose of this job is to serve the demand for Technology for Development(T4D) support for digital transformation at the UNICEF Jamaica Country Office. Under the guidance of the supervisor, this role is accountable for program planning, design, implementation, and administration of major digital systems strengthening programs being supported by UNICEF Jamaica.

UNICEF Programs increasingly leverage digital tools for effective program delivery, systems strengthening, and monitoring. The T4D function assists program 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 the potential for the scale-up and sustainability of technology and digital innovation for UNICEF programming. The role will work cross-sectorally with an emphasis on providing recommendations and strategies to ensure integration of digital transformation and technology innovation into UNICEF programs and aim to build the capacity and knowledge on digital transformation, train UNICEF staff, partners, government counterparts and other end users in creating and maintaining high quality digital systems.

The T4D Specialist works closely with program staff and in close liaison with Regional Office ICT and Digital Innovation Unit, and the central ICT Division. The T4D Specialist may supervise or oversee the work of consultants as and when it’s required.

1. **Key Expected Results**
	1. **Key Functions, accountabilities and related duties or tasks to include:**
		1. Coordinate the T4D Function and Provide Technical and Programmatic Support for(but not limited to) Health, Education, Child Protection, Nutrition, Social Policy and other programs.
		2. Policy and Strategic Development for Technology-enabled Programming
		3. Engage and Maintain Partnerships and Networks
		4. Knowledge Management
		5. Capacity Building
		6. Leadership and People Management
	2. **Coordinate the TD4 Function and Provide Technical and Pragmatic Support:**
* ***Business Relationship Management***

Coordinate Business and Program Relationship services to define high-level requirements; document and match requirements and guide the design, development, and deployment of appropriate T4D solutions are in-line with the UNICEF Technology Playbook.

* ***Portfolio coordination***

Coordinate deployment of a portfolio approach to solutions prioritised for UNICEF programming (e.g. Digital Public Goods).

* ***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.

* ***Identify and assess new Technology and Digital Innovations***

Guide programme sections to identify and assess new T4D initiatives, new phases of on-going initiatives, and opportunities to develop and promote digital public goods, with immediate potential to improve UNICEF programming.

* ***Solution procurement and evaluation***

Guide on 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.

* ***Deployment advice and support***

Advise and assist with implementation strategy of digital technology initiatives. Including technical oversight, troubleshooting and the documentation of challenges and resolutions.

* ***Design thinking***

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

* 1. **Policy and Strategic Development for Technology-enabled Programming:**
* ***Digital development and technology innovation strategy***

Guide on digital development and technology innovation strategy for the country office; including assessment of T4D gaps, opportunities and scale-up strategy in support of CO priorities. Technical support and implementration of digital undertakings by the Country Office.

* ***Participation in programme and management processes***

Integrate digital development and technology innovation into the programme planning lifecycle. Align with programme priorities and attend planning meetings to exercise T4D functional accountabilities.

* ***Quality assurance***

Coordinate development and quality assurance during planning and deployment of T4D initiatives; participate in establishing and maintaining standards, documentation and support mechanisms for T4D.

* ***Convene and guide compliance with T4D best practices***

Convene Country Office T4D Governance Committee and ensure compliance of T4D initiatives with the Principles for Digital Development (http://digitalprinciples.org/) and UNICEF T4D best practices and UNICEF Technology Playbook. Support system strengthening, including governance in country, infrastructure.

* 1. **Engage and Maintain Partnerships and Networks:**
* ***Engage and maintain partnerships and networks***

Develop partnerships and networks ensuring strong engagement with local solution providers, innovators, NGOs, cultural and religious organisations, private sector, local media, ICT authorities, communications commissions, and academia to build and provide a space to nurture and test new and innovative technologies and build local capacity.

* ***Advocacy and communications***

Represent the country office in external, inter-agency or partner forums on digital development and technology innovation.

* ***Proposal and partnership development***

Identify opportunities for resource mobilisation and new partnerships and lead proposal and partnership development efforts in close collaboration with regional office, where applicable.

* ***Provide advice and support to programme partners***

Provide technical and operational support to a wide range of stakeholders and partners in keeping with UNICEF policies, practices, standards and norms on technology for development.

* ***Standards and procedures for ownership***

Work with stakeholders to help develop standards, procedures and partnerships for T4D interventions and their transition to relevant government and civil society Institutions.

* ***Transfer and skill-sharing for programme partners***

Build and sustain effective close working partnerships with government counterparts and national stakeholders through active sharing and transfer of knowledge, skills and tools to foster and facilitate technology-enabled programming.

* ***Document localized partners and profiles***

Develop a catalogue of potential country specific T4D partners and their profiles/areas of engagement to promote and enhance UNICEF goals for outcomes for children through Technology for Development.

* 1. **Knowledge Management**
* ***Share lessons learned***

Identify, capture, synthesize and share lessons learned from T4D for integration into broader knowledge development planning, advocacy and communication efforts.

* ***Landscape mapping***

Maintain an inventory of technology and innovation interventions, assets, resources and networks.

* ***Monitoring, evaluation and learning***

Work with Planning, Monitoring and Evaluation focal points 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.

* ***Contribute to Peer Support Networks***

Contribute and share to regional and global digital development and technology innovation networks and activities.

* 1. **Capacity Building**
* ***Data analysis for evidence generation***

Build capacity of programme staff in analysing the large amounts of data generated through T4D initiatives including the use of data visualization techniques and analytics tools.

* ***Co-create appropriate solutions***

Work directly with section chiefs to co-create strategies on how technology and innovation can support the country programme.

* ***Provide training to stakeholders and end-users***

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.

* ***Build awareness around innovation and frontier technology***

Develop capabilities within country office on appropriate use of frontier technology and innovations such as UAVs, wearables, IoTs, mobile money, blockchain etc.

* 1. **Leadership and People Management**
* ***Strategically lead, supervise, develop, and empower staff under supervision.***

Promote culture of performance management, providing timely guidance, feedback and support to supervisees. Promote a team environment of staff well-being, accessibility and inclusion.

* ***Monitor work progress and ensures results are achieved according to schedule and performance standards.***

Develop work plans and targets based on strategic division and organizational priorities.

1. **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 offices. 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.

1. **Qualifications and competencies required for this post**

**Education**

An advanced university degree (Master’s Degree or higher) is required in Digital Transformation, Business Analysis, ICT Management, Computer Science, Innovation, Digital Development, International Development or another relevant technical field.

A first-level university degree (Bachelor’s Degree or equivalent) in a relevant field combined with at least five years of professional experience may be accepted in lieu of an advanced university degree.

**Experience**

A minimum of 5 years of professional experience in Information Communication Technology for Development (ICT4D) in a large international organization 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. is required.
* Experience with ICT, mobile and web-based technologies, particularly designing or deploying tools appropriate to the region is required.
* Exposure to UNICEF, UN or other INGO programmatic areas, including health, nutrition, child protection and/or education.
* Experience in applying technical solutions to address programmatic issues is required.
* Experience in open source, mobile and emerging technology applied to UNICEF programme areas is highly desirable.
* Prior experience working in T4D/ICT4D program design, service design, and field deployment/implementation in developing countries is highly desirable.
* Experience with Commcare, DIVOC, RapidPro, Primero, DHIS2, ODK and other global public good technologies, and deploying, maintaining and scaling these technologies is highly desirable.
* Software programming experience, with focus on writing new code to deliver enhancements, new functionality, and defect resolution as well as proficiency with source code and continuous integration solutions (such as GitHub, Circle/Travis, Jenkins, etc.) is desirable.

**Knowledge and skills**

**Language Requirements**

* Fluency in English is required.
* Knowledge of another official UN language (Arabic, Chinese, French, Russian, Spanish) is considered as an asset.

 **Core Values**

* UNICEF’s Core Values of Care, Respect, Integrity, Trust, Accountability and Sustainability (CRITAS) underpin everything we do and how we do it. Get acquainted with Our Values Charter: <https://uni.cf/UNICEFValues>

**Core competencies**

* Works collaboratively with others
* Drive to achieve results for impact
* Builds and maintains partnerships
* Demonstrates self-awareness and ethical awareness
* Innovates and embraces change
* Thinks and acts strategically

**Functional competencies**

* Leading and Supervising [I]
* Analyzing [III]
* Deciding and Initiating Action [II]
* Persuading and Influencing [II]
* Applying Technical Expertise [III]
* Planning and Organizing [II]
* Adapting and Responding Change [III]

**PROPOSED BY**:

**APPROVED BY:**