



**UNITED NATIONS CHILDREN'S FUND  
SPECIFIC JOB PROFILE (SJP)**

**I. Post Information**

Job Title: **Technology for Development (T4D)  
Officer, NOA**  
Supervisor Title/ Level: **Deputy  
Representative, P5**  
Organizational Unit: Programme  
Post Location: **UNICEF Vietnam Country  
Office**

Job Level: **NOA**  
CCOG Code:  
Functional Code:  
Job Classification Level: **NOA**

**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.

**Job organizational context:**

This position sits in the UNICEF Viet Nam CO based in Hanoi. The position is supervised by the Deputy Representative (Programme) under the country programme structure in Viet Nam. The country programme 2022-2026 aims to achieve a sustainable and equitable impact to improve the well-being of all children in Viet Nam. In lower middle-income context in Viet Nam, this will only be achieved by engaging all key stakeholders for child rights, through effective public advocacy, expanded partnerships to leverage government and non-governmental support, capacity, resources and action, for the realization of child rights. Viet Nam's rapid development over the past years has seen it become more digitally connected, with a high penetration of mobile phones, internet access, and social media usage. No more so than among young people, the majority of whom now get their information on-line, and communicate and engage with friends through social media platforms. In such a highly connected society, leveraging technology is becoming an ever more important strategy for achieving sustainable development targets and outcomes.

UNICEF Viet Nam is a key partner in Viet Nam's digital transformation process, advocating for a child-sensitive, inclusive focus, providing technical support to key ministries and promoting the

use of innovative, digital technologies to better serve children, especially the most disadvantaged. UNICEF Viet Nam is strengthening its focus on digital solutions and innovation across all programme areas in order to achieve breakthrough results for ethnic minority children, children with disability and other vulnerable children.

To date, UNICEF Viet Nam has worked with national and provincial departments and piloted several technology-driven solutions for improved services for children and their caregivers, particularly using feature phones and smartphones to provide information and services to them. This includes a wide range of technology applications from frontier technology solutions such as RapidPro, UReport for community engagement, to emerging technology such as piloting Virtual Reality (VR) for education of ethnic minority girls and boys. These initiatives are being designed to contribute to the national Digital Transformation Programmes of the respective sectors and local governments, while at the same time leveraging the start-up ecosystem to engage, partner, influence, co-create and co-design solutions to better address challenges facing children in Viet Nam. Going forward there is consensus that dedicated capacity at country-level in the form of a T4D Officer is required in order to drive this work further and expand it to other areas.

**Purpose for the job:**

Under the overall guidance of the Deputy Representative, the T4D Officer works closely with sectoral programme section staff and provides professional, technical, operational and administrative support in the identification, assessment, and integration of digital solutions and innovative technology into UNICEF programming. The T4D Officer is responsible for coordinating and facilitating the mainstreaming effort, and for strengthening internal capacity to lead and support Technology for Development (T4D) related projects, identifying and engaging with key partners, identifying reusable and replicable technical building blocks and maximizing potential for T4D scale-up and roll-out.

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

### **III. Key functions, accountabilities and related duties/tasks**

***Policy and Strategic Development***

- **Digital Development and Technology Innovation Strategy.** Support implementation of the technology and digital innovation framework for the country office; bring visibility to T4D gaps, opportunities and scale-up strategy in support of CO priorities.
- **Participation in programme and management processes.** Work closely with PME to integrate digital development and technology innovation into the programme planning lifecycle. Align with programme priorities (AWP etc.) and attend planning meetings (PCM).
- **Leadership and Quality Assurance.** Help monitor coordination 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.** Participate in CO T4D Technical Working Group and support compliance of T4D initiatives with the Principles for Digital Development (<http://digitalprinciples.org/>) and UNICEF T4D best practices.

### ***Technical Assistance***

- **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.
- **Portfolio Coordination.** Work closely with regional office in deploying a portfolio approach, adapting common solutions prioritised for UNICEF programming (eg. 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.
- Co-create appropriate solutions. Work directly with programme teams and partners to adapt technology and innovative solutions appropriate to the country programme.
- **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.
- **Deployment advice and support.** Assist with the implementation of digital technology initiatives. Including technical oversight, troubleshooting and the documentation of challenges and resolutions.

### ***Partnerships***

- **Engage and maintain partnerships and networks.** Support the development of partnerships and networks with local solution providers, innovators, NGOs, 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.
- **Advocacy and communications.** Participate and support country office representation in external, inter-agency or partner forums on Digital Development and Technology Innovation.
- **Support the 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.
- **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.
- **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.

### ***Knowledge Management***

- **Share lessons learned.** Help 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 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.
- **Contribute to Peer Support Networks.** Contribute and share to regional and global digital development and technology innovation networks and activities.

#### **Capacity Building**

- **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 & 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 efficiency and effectiveness of support provided by the T4D Officer in the identification, assessment, and integration of ICT into UNICEF programming contribute to the adaptation and deployment of technologies and innovative approaches in support of improved results for children in Vietnam.

### **V. Competencies and level of proficiency required (based on UNICEF Professional Competency Profiles)**

#### **Core Values**

- Care
- Respect
- Integrity
- Trust
- Accountability

#### **Core competencies**

- 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)

### **VI. Skills**

- Thorough knowledge of UNICEF administrative policies and procedures.
- Strong organizational, planning and prioritizing skills and abilities.
- High sense of confidentiality, initiative and good judgment.
- Ability to work effectively with people of different national and cultural backgrounds.
- Training and experience using MS Word, Excel, PowerPoint and other UNICEF software such as SharePoint
- Strong office management skills.

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<b>VII. Recruitment Qualifications</b>	
Education:	A University degree in information technology management, business administration, international relations, community development or other related social science field.
Experience:	<p>A minimum of one year of professional experience in information technology management and business operations in a large international organization and/or corporation is required.</p> <p>Experience in designing or deploying tools appropriate to low-bandwidth environments and/or with RapidPro, OpenSRP, DHIS2, ODK and other digital public good technologies, and deploying, maintaining and rolling out these technologies is highly desirable.</p> <p>Experience in a UN organization is an asset</p>
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.