ICT Officer, (NO-2), WCARO, Dakar, Senegal #99232

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Company: Unicef

Location: Senegal

Category: other-general

UNICEF works in over 190 countries and territories to save children's lives, defend their rights, and help them fulfill their potential, from early childhood through adolescence.

At UNICEF, we are committed, passionate, and proud of what we do. Promoting the rights of every child is not just a job – it is a calling.

UNICEF is a place where careers are built: we offer our staff diverse opportunities for personal and professional development that will help them develop a fulfilling career while delivering on a rewarding mission. We pride ourselves on a culture that helps staff thrive, coupled with an attractive compensation and benefits package.

Visit our website to learn more about what we do at UNICEF.

For every child, Hope

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 Officer (Level 2) reports to the Regional Chief ICT. He/she is responsible for the overall coordination of ICT operational tasks and will oversee

managing a team of 4 ICT technicians.

How can you make a difference?

Purpose for the job

Based on the established policies, guidelines and service level agreements (SLAs), the purpose of the incumbent role is to carry out broad ICT functions, contribute in the implementation of the digital transformation operating model and enable the provision of ICT solutions and services and assist in the delivery of results in a regional size office.

Key functions, accountabilities and related duties/tasks

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

Enable continuous operation of ICT infrastructure and accessibility to ICT solutions and services.

Provide help, support and assist with capacity building and knowledge management.

Contribute in the digital transformation agenda of the organization.

Support operational and administrative tasks.

Assist in the delivery of results

Enable continuous operation of ICT infrastructure and accessibility to ICT services and solutions: Ensure physical and logical security and safety of ICT environment and infrastructure.Operate ICT infrastructure –environment, hardware, network and telecommunications.Assist in the management of contracts for ICT for services and products.Implement corporate solutions, services and keep systems and applications up and running.Manage changes and apply upgrades, security updates and patches.Conduct or supervise the provision of preventive and corrective maintenance.Manage emergency telecommunication operations and equipment.Manage ICT disaster recovery plans.Monitor, assess and verify the use of ICT resources to ensure compliance.Escalate compliance exceptions (proactive) and deviations (reactive).

Provide help, support and assist with capacity building and knowledge management: Provide technical and operational support to end-users.Manage escalated ICT incidents or problems to GSSC/ITSS.Distribute ICT-related communication materials from NYHQ, GSSC or regional office.Prepare and circulate internal ICT-related communications –emails, manuals, newsletters, flyers, best practices, FAQs…Offer or coordinate training workshops or clinics to

build end-users capacity or to introduce new solutions and services.Share local experience and lessons learned with regional office, GSSC or ITSS for the collective benefit.Support the planning, organization and implementation of capacity building and knowledge management initiatives to enhance staff competencies.Support opportunities to improve productively, efficiency, effectiveness and foster innovation.Participate in-person or remotely in country, regional or global events, discussions setting the future of ICT evolution to achieve UNICEF mission.Stay abreast of ICT trends, developments and best practices through professional development –journals, training, certification, etc….

Support operational and administrative tasks: Manage and supervise ICT Staff.Support the office business continuity plans development and ensure the inclusion of ICT inputs and perspective.Monitor risks and threats to ICT environment or infrastructure. Take appropriate action and inform management.Confirm the compliance with the host government regulatory requirements vis-à-vis the Basic Cooperation Agreement (BCA), , 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, etc…Participate in inter-agency events, meetings or discussions to present UNICEF ICT interests, priorities and position.Act as ICT focal point for Emergency preparedness, Delivering as One, One UN or other initiatives.Work closely with Administration and Finance on budget, billing certification, inventory and asset management.Assist in providing information for reports, reviews or audits.Prepare documentations for programme, planning and budgeting exercises – CPD, CPAP, IBR, MTR, AWP, etc…Liaise with 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.

Assist in the delivery of results: Spearhead approved innovation initiatives and work closely with programme staff to facilitate proper implementation.Support technical and operational knowledge transfer to programme staff, implementing partners and beneficiaries.Study and understand the business requirements, , PPP, RBM, HACT, etc… to improve the delivery of results.Advise programme staff to build an expert team to build better relationships with counterparts and implementing partners.Support counterparts and implementing partners to build capacity and nurture independence.Assist in the selection of training providers and the development of training materials.Collaborate with C4D and use their advocacy, outreach and dissemination tools for better utilization of technology to advance the delivery of

results.Support Supply and programme staff to establish local LTAs for ICT-related programme contracts for services and products.Provide oversight of providers and third-parties of ICT-related services and products to programme.Assist in the facilitation of project management methodologies trainings and support the application by staff, counterparts and implementing partners.

Contribute to the efforts of the Technology for Development team (T4D) Collaborate with T4D team in elaboration of digital transformation projects.Participate to the joint-activity ICT and T4D.Provide support to the Network of Excellence in Digital innovation (NEDI)Contribute to the efforts of capacity building and training program related to digital transformation.Contribute to the creation of dashboard and business analysis using PowerBi or equivalent tools.Contribute to the design, implementation, development and testing of business applications using PowerApps or equivalent tools.Support implementation of the ICT and Digital Innovation Operating Model (IDIOM).Provide technical support to WCAR's Countries offices in digital transformation and technologies.

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.

To qualify as an advocate for every child you will have…

The following minimum requirements:

Education: A university degree in computer science, software engineering, information technology management, business administration or related social science field is required.

Work Experience:

A minimum of two 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.

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. An expertise in the following technologies will be appreciated: PowerBI, PowerApps, Meraki infrastructure, Cisco network and firewalling.

Language Requirements: Fluency in French and English is required.

The following desirables:

Language: Knowledge of another official UN language (Arabic, Chinese, Russian or Spanish) or a local language.

For every Child, you demonstrate...

UNICEF's Core Values of Care, Respect, Integrity, Trust and Accountability and Sustainability (CRITAS) underpin everything we do and how we do it. Get acquainted with Our Values Charter: UNICEF Values

The UNICEF competencies required for this post are…

(1) Builds and maintains partnerships (2) Demonstrates self-awareness and ethical awareness (3) Drive to achieve results for impact (4) Innovates and embraces change (5) Manages ambiguity and complexity (6) Thinks and acts strategically (7) Works collaboratively with others (8) Nurtures, Leads and Manages People

Familiarize yourself with our competency framework and its different levels.

UNICEF is here to serve the world's most disadvantaged children and our global workforce must reflect the diversity of those children. The UNICEF family is committed to include everyone, irrespective of their race/ethnicity, age, disability, gender identity, sexual orientation, religion, nationality, socio-economic background, or any other personal characteristic.

We offer a wide range of benefits to our staff, including paid parental leave, breastfeeding breaks, and reasonable accommodation for persons with disabilities. UNICEF strongly encourages the use of flexible working arrangements.

UNICEF does not hire candidates who are married to children (persons under 18).

UNICEF has a zero-tolerance policy on conduct that is incompatible with the aims and objectives of the United Nations and UNICEF, including sexual exploitation and abuse, sexual harassment, abuse of authority, and discrimination. UNICEF is committed to promoting the protection and safeguarding of all children. All selected candidates will undergo rigorous

reference and background checks and will be expected to adhere to these standards and principles. Background checks will include the verification of academic credential(s) and employment history. Selected candidates may be required to provide additional information to conduct a background check.

UNICEF appointments are subject to medical clearance. Issuance of a visa by the host country of the duty station is required for IP positions and will be facilitated by UNICEF. Appointments may also be subject to inoculation (vaccination) requirements, including against SARS-CoV-2 (Covid). Should you be selected for a position with UNICEF, you either must be inoculated as required or receive a medical exemption from the relevant department of the UN. Otherwise, the selection will be canceled.

Remarks:

As per Article 101, paragraph 3, of the Charter of the United Nations, the paramount consideration in the employment of the staff is the necessity of securing the highest standards of efficiency, competence, and integrity.

UNICEF's active commitment to diversity and inclusion is critical to deliver the best results for children.

Government employees who are considered for employment with UNICEF are normally required to resign from their government positions before taking up an assignment with UNICEF.

UNICEF reserves the right to withdraw an offer of appointment, without compensation, if a visa or medical clearance is not obtained, or necessary inoculation requirements are not met, within a reasonable period for any reason.

UNICEF does not charge a processing fee at any stage of its recruitment, selection, and hiring processes (, application stage, interview stage, validation stage, or appointment and training). UNICEF will not ask for applicants' bank account information.

All UNICEF positions are advertised, and only shortlisted candidates will be contacted and advance to the next stage of the selection process. An internal candidate performing at the level of the post in the relevant functional area, or an internal/external candidate in the corresponding Talent Group, may be selected, if suitable for the post, without assessment of other candidates.

Additional information about working for UNICEF can be found here.

Special Notice on UNICEF office relocation:

UNICEF and other UN Agencies will be moving soon to the new United Nations House in Diamniadio, 30 kilometers from downtown Dakar. The name of the duty station for this

position will remain Dakar, Senegal.

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