

FUNCTIONAL SPECIALIST

Post Number : DBS 189

Grade : P-3

Parent Sector : Bureau for Digital Business Solutions (DBS)

Duty Station: Paris

Job Family: Computer Sciences / Information Technologies

Type of contract : Fixed Term

Duration of contract : 2 years

Recruitment open to : Internal and external candidates

Application Deadline (Midnight Paris Time) : 11-SEP-23

UNESCO Core Values: Commitment to the Organization, Integrity, Respect for Diversity, Professionalism

OVERVIEW OF THE FUNCTIONS OF THE POST

The position is located in the Bureau of Digital Business Solutions in the Administration and Management Sector.

Digital technologies play a key role in fulfilling UNESCO's mandate and delivering its program. New digital technologies are being implemented across the Organization to support and enable the strategic transformation agenda. The Bureau of Digital Business Solutions (DBS) is a key enabler in this implementation. DBS serves as the Secretariat for the Organization's digital transformation governance, facilitating the development and evolution of the One-UNESCO Digital Strategy. As a key partner in the implementation of this strategy, the Bureau's work includes the design and deployment of coherent and integrated corporate solutions to support the delivery of UNESCO's programmatic outputs, while ensuring that all digital/IT services remain functional and operational at all times, and information management, digital/IT risk mitigation and cybersecurity measures are in place. The objectives and outputs of the Bureau are highly service oriented, requiring business engagement, customer focus and innovative digital solutions. New ways of working are needed to provide both effectiveness and efficiency in solution delivery, built on best-in-class user experience design principles and digital/IT architectures.

Located in the Workplan, Programme Management (WPM) Unit and under the direct supervision of the Head of Solution Design and Implementation Section, the Salesforce Technical Expert will autonomously drive the configuration, customization and development of detailed solution designs with the Salesforce platform and products, ensuring integration with or replacement of other systems including patchwork systems, in a modern technical environment in line with, and substantively contributing to, the delivery of the Bureau's digital transformation initiatives, particularly in relation to the transition to the Salesforce platform. The Salesforce Technical Expert is a subject matter expert, with excellent theoretical and practical knowledge of the Salesforce platform and expert custom code creation, configuration and customization skills with Salesforce products. The Salesforce Technical Expert knows, and capitalizes on, how impactful significant engagement and interaction with internal and external technical and functional teams, as well as with client and business stakeholders, can be to deliver outcomes and business objectives. The Salesforce Technical Expert acts as the Salesforce system administrator and will manage the build and maintenance, and run phases of the project to support.

The key responsibilities of the role are as follows:

- Design, configure and customize business solutions with Salesforce products to complete project goals, taking responsibility for end-to-end design. Complete all technical tests related to the Salesforce platform.
- Identify and initiate extensive engagement, interaction, and follow up with key business stakeholders, internal teams and external implementing partners, assess and evaluate needs to drive the design and delivery of new solutions on the Salesforce platform, and animate, organize and coordinate with internal teams particularly in view of integration needs.
- Plan, prepare and implement the data migration from relevant systems to Salesforce, as and when required. With a solid understanding of the integration principles with other systems, develop solutions using various technologies including but not limited to connectors, Application Programming Interfaces (APIs), scripts, etc. Plan and execute data migrations from third party platforms and/or legacy systems.
- Investigate integration with Salesforce and other in-house products and platforms such as SAP or Legacy.

COMPETENCIES (Core / Managerial)

Communication (C)

Accountability (C)

Innovation (C)

Knowledge sharing and continuous improvement (C)

Planning and organizing (C)

Results focus (C)

Teamwork (C)

Professionalism (C)

REQUIRED QUALIFICATIONS

Education

- Advanced University degree (Master's or equivalent) in Computer Science, Information/Digital Technology or a related field.

Work Experience

- A minimum of five (5) years of progressively responsible experience in leading digital solutions design, configuration, customization and platform architecture in Salesforce and/or a related role.

Skills and Competencies

- Deep and profound understanding of the Salesforce platform, solution technology stack and associated tools.
- Extensive professional experience with Salesforce solution architecture and functionality is a must.
- Ability to act as the Salesforce system administrator.
- Ability to configure systems with Salesforce products and to create custom code is a must.
- Experience managing data migration and integration with peripheral and other systems, including excellent knowledge of connectors and Application Programming Interfaces (APIs).

- Working knowledge of Agile methodologies and delivery techniques, both internally and with implementing partners, and ability to work in Agile method.
- Experience operating with minimal supervision and exercising independent judgment to complete tasks and achieve objectives.
- Good understanding of IT context and tools and their linkage to business processes that enable day to day operations.
- Technical experience across digital corporate platform support.
- Extensive experience managing, interacting and collaborating with key internal and external business stakeholders with the ability to explain technical concepts, specifications and solutions by translating them into relevant customer contexts.
- Extensive experience working in a client facing role.

Languages

- Excellent knowledge (spoken and written) of French or English and very good knowledge of the other working language.

DESIRABLE QUALIFICATIONS

Skills and Competencies

- Salesforce/AmpImpact knowledge and experience.
- Good knowledge and understanding of managing IT projects.
- Experience supporting digitally-enabled initiatives and transformation.
- IT or related engineering certification or equivalent.
- Experience managing or mentoring a team.

Languages

- Knowledge of any other official language would be an asset.

BENEFITS AND ENTITLEMENTS

UNESCO's salaries consist of a basic salary and other benefits which may include if applicable: 30 days annual leave, family allowance, medical insurance, pension plan etc.

The approximate annual starting salary for this post is 100 541 US \$.

For full information on benefits and entitlements, please consult our [Guide to Staff Benefits](#).

SELECTION AND RECRUITMENT PROCESS

Please note that all candidates must complete an on-line application and provide complete and accurate information. To apply, please visit the [UNESCO careers website](#). No modifications can be made to the application submitted.

The evaluation of candidates is based on the criteria in the vacancy notice, and may include tests and/or assessments, as well as a competency-based interview.

UNESCO uses communication technologies such as video or teleconference, e-mail correspondence, etc. for the assessment and evaluation of candidates.

Please note that only selected candidates will be further contacted and candidates in the final selection step will be subject to reference checks based on the information provided.

UNESCO recalls that paramount consideration in the appointment of staff members shall be the necessity of securing the highest standards of efficiency, technical competence and integrity. UNESCO applies a zero-tolerance policy against all forms of harassment. UNESCO is committed to achieving and sustaining equitable and diverse geographical distribution, as well as gender parity among its staff members in all categories and at all grades. Furthermore, UNESCO is committed to achieving workforce diversity in terms of gender, nationality and culture. Candidates from non- and under-represented Member States ([last update here](#)) are particularly welcome and strongly encouraged to apply. Individuals from minority groups and indigenous groups and persons with disabilities are equally encouraged to apply. All applications will be treated with the highest level of confidentiality. Worldwide mobility is required for staff members appointed to international posts. UNESCO does not charge a fee at any stage of the recruitment process.