

HEAD OF UNIT (TRANSACTION PLATFORMS AND INTEGRATION), BUREAU OF DIGITAL BUSINESS SOLUTIONS

Post Number : DBS 195
Grade : P-4
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 : External candidates
Application Deadline (Midnight Paris Time) : 11-MAR-2025

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 (DBS) in UNESCO's Administration and Management Sector.

Digital technologies play a key role in the fulfilment of UNESCO's mandate and the delivery of its programme. The Bureau for Digital Business Solutions (DBS) is at the core of this implementation, serving as the Secretariat for the Organization's digital transformation governance, and thus 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 that provide both effectiveness and efficiency in solution delivery, built on best-in-class principles of user experience design and digital/IT architectures.

Located in the Transaction Platforms and Integration (TPI) Unit and under the direct supervision of the Head of Solution Design and Implementation Section (SDI), the Head of Unit will be responsible for leading, planning, and executing SAP projects across the Organization. The role involves overseeing all aspects of SAP project delivery, ensuring alignment with business objectives, and adhering to established project management practices. The Senior SAP Project Manager must possess a strong understanding of the SAP landscape, including various SAP modules and their integration points, to deliver effective solutions.

The key responsibilities of the role are as follows:

- **Project Leadership:**

Lead and manage end-to-end delivery of SAP and related projects, including upgrades, implementations, migrations, and module enhancements.

Define project scope, goals, and deliverables in collaboration with key stakeholders. Provide technical expertise to ensure the right solution choice.

- **Project Planning and Execution:**

Develop comprehensive project plans, including resource allocation, timelines, and budgets.

Ensure adherence to project management methodologies (Agile, Waterfall, or Hybrid) and standards throughout the project lifecycle.

Coordinate cross-functional teams (business users, SAP consultants, technical experts) to ensure timely project execution.

- **Project Management:**

Act as the main point of contact for project stakeholders, managing expectations and ensuring alignment with business objectives. Facilitate communication between the IT department, external consultants, partners, and other key stakeholders. Conduct regular project status meetings, ensuring stakeholders are informed of progress, risks, and issues.

Proactively identify project risks and develop mitigation strategies. Manage project issues, ensuring they are addressed promptly and effectively.

Oversee project budgets, ensuring projects are delivered on time and within financial constraints.

Allocate resources effectively, optimizing personnel and technology to achieve project goals. Negotiate contracts and manage relationships with external vendors and consultants.

Lead organizational change management efforts related to SAP projects, ensuring smooth adoption and minimal disruption to business operations. Develop training plans and materials for end-users in collaboration with business units and HR.

- **Quality Assurance and Testing:**

Oversee all phases of testing (unit, integration, user acceptance testing) to ensure that SAP solutions meet business requirements.

Ensure proper documentation and sign-off of key project deliverables.

- **Post-implementation Support:**

Ensure a smooth transition from project implementation to the support phase, collaborating with the support team for post-go-live activities.

Monitor system performance and user feedback post-launch, addressing any issues that arise. Additional activities that may be required to ensure the success of the work team.

COMPETENCIES (Core / Managerial)

Accountability (C)
Communication (C)
Innovation (C)
Knowledge sharing and continuous improvement (C)
Planning and organizing (C)
Results focus (C)
Teamwork (C)
Professionalism (C)
Leading and empowering others (M)
Making quality decisions (M)
Managing performance (M)
For detailed information, please consult the [UNESCO Competency Framework](#).

REQUIRED QUALIFICATIONS

Education

- An advanced university degree (Masters or equivalent) in Computer Science, Information/Digital Technology or a related field.

Work Experience

- A minimum of seven (7) years of progressively responsible experience in Computer Science, Information/Digital Technology or a related field, of which preferably three (3) years acquired at international level.
- Extensive experience and profound understanding of SAP.
- Working knowledge of Agile, Waterfall and Hybrid methodologies and delivery techniques, both internally and with implementing partners.
- Good understanding of IT context and tools and their linkage to business processes that enable day to day operations.
- 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.

Skills & Competencies

- Strong knowledge of SAP architecture, modules (e.g., SAP S/4HANA, SAP FICO, MM, SD, HCM, etc.), and integration points across the SAP landscape.
- Experience operating with minimal supervision and exercising independent judgement to complete tasks and achieve objectives.
- Ability to guide teams in module selection and configuration, understanding the impact of these choices on the organization.
- In-depth knowledge of project management methodologies (Agile, Waterfall, PMI, PRINCE2) and tools (e.g., Microsoft Project, Jira).
- Proven experience managing complex, large-scale SAP projects, from inception to delivery.
- Excellent communication skills for interacting with senior leadership, project teams, and external vendors.
- Demonstrated ability to lead and motivate cross-functional teams.

- Strong negotiation skills for managing stakeholders and third-party vendors.
- Ability to analyze complex business requirements and develop SAP solutions that align with organizational goals.
- Strong troubleshooting skills for resolving project issues.

Languages

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

DESIRABLE QUALIFICATIONS

Skills & Competencies

- Experience supporting digitally enabled initiatives and transformation.
- Experience managing or mentoring a team.

Languages

- Knowledge of other official UNESCO languages (Arabic, Chinese, Russian or Spanish).

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 118 625 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 applies a zero tolerance policy against all forms of harassment.

UNESCO is committed to achieve and sustain 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. Individuals from minority groups, indigenous groups and persons with disabilities, as well as nationals from non-and under-represented Member States 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.