

## CHIEF, SECTION FOR SOLUTION DESIGN AND IMPLEMENTATION

Post Number : DBS 112

Grade : P-5

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, renewable

Recruitment open to : Internal and external candidates

Application Deadline (Midnight Paris Time) : 06- MAR- 24

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 Sector for Administration and Management. Digital technologies play a key role in the fulfilment of UNESCO's mandate and the delivery of its programme. To support and enable the strategic transformation agenda, new digital technologies are being implemented across the Organization. The Bureau of Digital Business Solutions (DBS) plays a key role 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 that provide both effectiveness and efficiency in solution delivery, built on best in class principles of user experience design and digital/IT architectures.

Reporting to the Chief Information and Technology Officer (CITO), the Section Chief for Solution Design and Implementation supports the delivery of the Bureau's outputs and digital transformation as a whole, and is responsible for leading the design, development, advancement, integration and delivery of corporate platforms, applications and business solutions with an emphasis on IT for business enablement and customer-oriented focus. S/he heads the Solution Design and Implementation Section and directs a cross-functional team of systems development and functional staff.

The key responsibilities of the role are as follows:

- Serve as a leader in the area of corporate information systems, digital technologies, enterprise architecture and business solutions development, conceptualizing, developing strategy for and overseeing the design and delivery of major systems, platform integration and digital transformation. Identify enterprise architecture and solutions development goals, objectives and metrics, and establish the direction for the Organization-wide vision for integrated platform technical development issues, policies, standards, priorities and projects. Lead the

technical development and redesign of UNESCO's core business management systems, including UNESCO and associated digital projects, in line with the One-UNESCO Digital Strategy.

- Formulate and develop original policies and frameworks for the establishment and integration of digital technologies and corporate systems development to advance programme and organizational objectives. Direct the design of an integrated digital platform that links transactional, collaborative, informational and knowledge management capabilities.
- Develop innovative solutions to resolve intricate problems that impact a critical area of the organization's work through integrated solutions and the promotion of service-oriented architectures. Provide authoritative technical and policy advice on complex technical matters, and clear and concise responses to internal and external senior managers and strategic stakeholders who possess varying levels of technical knowledge on systems development in a changing business environment as well as the implications of various alternatives, on business applications and other related issues; identify and plan for future needs and develop and disseminate best practices.
- Translate or reaffirm complex business requirements and propose or defend ways to simplify business processes, and provide leadership to the development team accordingly. Manage the procurement process, including conducting needs assessments and benchmarks, preparing bid documents and arranging contracts; supervise, coordinate and negotiate the services required to enable the management and operation of interdependent administrative, financial, human resources and other digital information systems and business solutions.
- Exercise strategic human and financial asset management. Prepare, monitor and assess the budget, work programme and spending plan of the Section, direct and empower a team of Section staff, plan and manage work assignments, coach, mentor and evaluate team and staff performance using metrics and data analytics among other mechanisms, and substantively participate in recruiting, selecting and building the capacity of staff. Serve as a member of the DBS Management Team and deputize for the CITO as required.
- Additional activities that may be required to ensure the success of the work team.

### **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)

Strategic thinking (M)

Building partnerships (M)

Driving and managing change (M)

Leading and empowering others (M)

Making quality decisions (M)

Managing performance (M)

For detailed information, please consult the [UNESCO Competency Framework](#).

### **REQUIRED QUALIFICATIONS**

#### ***Education***

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

## ***Work Experience***

- A minimum of ten (10) years of progressively responsible and relevant professional work experience in the field of computer science, information systems, including demonstrated management experience in digital enterprise operations, of which preferably five (5) years acquired at international level.
- Commercially and financially astute with proven experience successfully operating and providing consistent value to rapidly changing digital business environments which operate globally.
- Extensive experience in prioritizing and handling complex requests.
- Proven experience in managing/coordinating large and diverse working groups or teams, and providing policy advice and guidance on enterprise architecture and digital business solutions.

## ***Skills & Competencies***

- Knowledge of, and commitment to UNESCO's mandate, vision, strategic direction and priorities.
- Institutional leadership capacity, high sense of objectivity and professional integrity, diplomacy, tact and political astuteness.
- Proven skills in administration and the management of financial and human resources.
- Demonstrated strategic planning and management abilities, including capacity to administer extensive programmes, financial resources and exercise appropriate supervision and control.
- Excellent analytical and organizational skills, including in establishing plans and priorities, and in implementing them effectively, as well as in devising implementation plans.
- Ability to interact with a wide range of high-level partners, as well as demonstrated building and maintaining partnership development.
- Capacity to provide intellectual leadership to guide staff, as well as ability to build trust, manage, lead and motivate a diversified body of staff in a multicultural environment with sensitivity and respect for diversity, exercise supervision and control, as well as ensure continuous training and development of staff.
- Proven ability to work collaboratively and to build and maintain partnerships with internal and external stakeholders.
- Excellent communication, interpersonal and representational skills, and demonstrated ability to advocate, and negotiate with staff and a wide range of stakeholders/partners at all levels within and outside the Organization.
- Sound judgement and decision-making skills.

## ***Languages***

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

## **DESIRABLE QUALIFICATIONS**

### ***Work Experience***

- Experience or a propensity for running or managing IT for a business.

## ***Skills & Competencies***

- Familiarity with the work and general functioning of international organizations and/or the United Nations system.

## ***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 143 825 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.*

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