

## United Nations JPO Programme



### TERMS OF REFERENCE 19P263

#### JPO (Associate Expert)

##### **I. General Information**

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Title: JPO in Information Technology

Sector of Assignment: Information Technology

Organization/Office:

United Nations, Office of Information and Communications Technology (OICT)

Duty Station: Cyberjaya, Malaysia

[Non-Family Duty Station: yes  / no

Duration:

1 year (with possible extension for another year)

[Extension of appointment is subject to yearly review concerning priorities, availability of funds, and satisfactory performance]

##### **II. Supervision**

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Title of Supervisor: Head United Nations Technology Innovation Lab (UNTIL) Global Programme

Content and methodology of supervision:

Establishment of a Work Plan: During the first month of the assignment, the JPO will work jointly with his/her direct supervisor to finalize an agreed upon work plan. The final work plan will be discussed and mutually agreed to by the JPO and his/her supervisor.

Evaluation: The United Nations Performance Evaluation System (e-performance) will serve as a primary platform to evaluate the JPO's performance.

##### **III. Duties, Responsibilities and Output Expectations**

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This position supports technology innovation initiatives, in line with the Secretary General's ICT Strategy which outlines innovation as a key ICT driver with a strong emphasis on being able to strengthen collaboration and coordination with other entities and organisations. By offering "innovation as a service" to departments and offices in the UN secretariat, obstacles can be tackled and general efficiency and effectiveness of substantive programs can be improved.

Under the guidance of the Team Leader, the JPO will be responsible for the following duties:

- Participates in the development, implementation and evaluation of projects involving innovation and organizational change: monitors and analyses project progress; reviews relevant documents and reports; identifies and tracks follow-up actions.
- Provide assistance to conceptualize, develop strategy for and oversee the design and implementation of UNTIL lab objectives; manage/oversee multiple, concurrent and often disparate tasks for projects that involve cutting-edge innovative applications.
- Assists in consulting assignments, in collaboration with the client, through workshops and other interactive sessions.
- Researches, analyses and presents information gathered from diverse sources.
- Prepares analyses of issues and trends, evaluations or other research activities and studies.
- Undertakes survey initiatives; reviews, analyses and interprets responses.
- Assists in the preparation of various communications materials, e.g. background papers, briefs, videos etc.
- Provides support to consultative and other meetings, conferences, etc.
- Assists in the organization of outreach and education activities to familiarize staff at all levels with principles of innovation.
- Performs other duties as required.

#### **IV. Qualifications and Experience**

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**Education:** Advanced university degree (Master's degree or equivalent) in international business administration, innovation management, information management, partnership and communications management, computer science, information systems or related field. A first-level university degree in combination with two additional years of qualifying experience may be accepted in lieu of the advanced university degree.

**Work experience:** A minimum of 2 years of progressive responsibility in programme management in technology innovation or related area is required.

**Languages:**

Fluency in one of the working languages of the UN Secretariat, English or French, (both oral and written) is required; knowledge of the other is desirable. Knowledge of another UN official language is an advantage.

**Other skills:** Experience in implementing programmes with local and global scope within an international organization is an advantage. Experience in developing and managing multi-stakeholder partnerships for ICT is an advantage

#### **UN competencies:**

**PROFESSIONALISM:** Ability to identify and analyse technological issues that have an impact on the work of the UN Secretariat. Comprehensive knowledge of new technologies and management methods. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

**COMMUNICATION:** Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.

**PLANNING & ORGANIZING:** Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

## **Workforce Diversity**

The United Nations believes that an inclusive culture attracts the best talent and encourages all qualified applicants, regardless of gender, disability, sexual orientation, cultural or religious backgrounds, to apply.

## **V. Learning Elements**

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On completion of the assignment, the JPO will have:

- An in-depth understanding of the work of the United Nations Innovation in the field of ICT;
- Experience in implementing technology solutions to enhance the analytical capacity of the office;
- Experience in providing analysis and advice to senior UN officials;
- Experience in producing original research on issues of importance to the work of OICT;
- A network of colleagues from the United Nations, private sector technology partners, as well as academia and civil society on issues pertaining to Information Security;
- Experience in working in and contributing to the work of a multi-cultural and highly motivated team.

## **VI. Background Information**

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The JPO will work in the Office of Information and Communications Technology (OICT) of the United Nations Secretariat. OICT provides enterprise-wide oversight of ICT programmes, budgets and decision-making to ensure alignment with the Secretariat's overall ICT strategy, in support of the organization's mission.

The Office focuses on strategic, long-term improvements across the Secretariat, through efficient management and development of its global ICT infrastructure, enterprise applications, project management frameworks, ICT governance, and establishment of ICT policies, architecture and standards. OICT also provides services to meet the overall ICT needs of UN Headquarters and, in cooperation with the Department of Peacekeeping Operations, for lease lines and satellite communications to overseas duty stations.

In adapting to the growing complexity of the 21st century, the United Nations needs to respond dynamically to ensure it remains instrumental in supporting the achievement of the Sustainable Development Goals and targets for the 2030 agenda. Technological innovation and the role of partnerships across sectors have become increasingly important to accelerate progress in addressing the problems that humanity face.

In close partnership with member states, the UN is establishing and operationalizing the United Nations Technology Innovation Lab's (UNTIL).

The priority focus of the UNTIL Labs will be establishing partnerships with UN Funds and Programmes as well as governments, academia, NGOs and private sector leveraging technology to address SDGs challenges.