



Job Classification


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Classified Job Descriptions

Job Description Type:	Specific Job Description	Region:	ICTD
Category:	IP (International Professionals)	Country:	Spain
Reason for Classification:	Revised responsibilities	Duty Station:	Kenya, Nairobi
Level:	P-2	Office:	
Title:	Digital Impact Officer	Section:	Digital Empowerment
Title Information in Parenthesis:	Technology for Development	Unit:	Digital Center of Excellence (DCOE)
CCOG Code:	1A05	Case Number:	
UNICEF Code:	ICT	Post Number:	18757
		Classified Date:	10/6/2026

Organizational Context:	UNICEF's Digital Impact Division (DID) builds and operates UNICEF's digital foundations, including modern enterprise platforms, digital products, infrastructure and AI capabilities, and sets the digital guardrails that keep them secure and resilient through cybersecurity and risk-informed security, while partnering with programme teams, country offices and governments to responsibly scale digital solutions, including digital inclusion initiatives such as Giga and the adoption of AI, digital public infrastructure and digital public goods, to strengthen national systems and accelerate results for children, including in emergencies. The Digital Impact Division's role in digital empowerment is to help UNICEF country offices, governments, and partners turn digital ambition into practical, high-quality implementation by providing the advisory networks, technical assistance mechanisms, capacity-building pathways, and planning support needed to use digital effectively. This includes coordinating TeamOne as a virtual global network of digital advisors, using the Technical Assistance Hub to manage and increase visibility of technical assistance, strengthening digital skills through various initiatives, and embedding digital more systematically into country programme planning and development processes. Digital Center of Excellence (DCoE) The Digital Center of Excellence champions and coordinates the delivery of field-focused digital transformation in UNICEF programming through a dedicated, field-facing global structure, providing the interface between Regional and Country Offices, and the Digital Core in Valencia to drive the broader digital transformation and innovation agenda.
Purpose of the Job:	TeamOne is the DID's flagship initiative for connecting UNICEF's global digital expertise and delivering timely, high-quality support to Country Offices. The Digital Impact Officer will help manage and improve the digital advisory service by monitoring requests and service levels, analyzing usage and user feedback, maintaining clear workflows and guidance, and connecting programme teams with the right expertise. The role will also support the identification, assessment and sustainable scale-up of digital, data and AI solutions through broader advisory support, including knowledge management, that strengthens programme delivery, systems and monitoring. This position reports to the Digital Impact Manager in the Digital Centre of Excellence in Nairobi, Kenya.

Key functions,
accountabilities and
related duties/tasks:

Under the direct supervision of the Digital Impact Manager, the incumbent will carry out the following responsibilities:

1. TeamOne Advisory Support

- Actively support and participate in TeamOne initiatives to enhance cross-team and multi country collaboration, align ways of working, drive shared priorities and provide country-to-country support.
- Act as the custodian of UNICEF Digital Playbook. Support quality assurance for the deployment and scale-up of digital solutions using the Digital Playbook, ensuring alignment with UNICEF policies, digital principles, cybersecurity and data protection guardrails, interoperability, hosting and data.

2. Digital, Data and AI Solution Support

- Support the identification of emerging AI, digital and data needs for Digital Empowerment by gathering inputs, documenting requirements, and contributing to analysis.
- Support the triaging of Country Office AI, digital and data needs and facilitate appropriate follow-up support via TeamOne / REACH platform.
- Leverage data-driven approach and insights to inform and improve TeamOne country support mechanism.

3. Knowledge Management, Digital Capacity Building and Learning

- Contribute and support the knowledge management activities of country-to-country digital support and contribute TeamOne community management, including monthly Show and Tell sessions and related knowledge-sharing activities.
- Support upskill and capacity-building initiatives to enhance understanding and application of digital development and technology.
- Leverage data driven approach and insights to inform and improve the digital community engagements effort.

4. Other Duties

- Perform other related duties and deliverables as assigned by the supervisor, demonstrating flexibility, accountability and a results-oriented approach in support of team priorities and UNICEF's mandate.

Impact of Results:

The scale-up of UNICEF T4D's strategic integration in programming and digital innovations has allowed UNICEF to effectively support programme partners in closing gaps to meet children's needs, often under complex environments, and in line with existing national systems.

Any failures not properly addressed or corrected by the Digital Impact T4D Officer will have high operational and damaging impact to UNICEF offices. The absence or lack of a sound management of the Digital Impact T4D Officer's functions will affect UNICEF's ability to support local counterparts and implementing partners and potentially affect UNICEF Digital Impact globally and possibly have legal or financial repercussions affecting UNICEF's brand and reputation.

Competencies and level of
proficiency required:

Core Values:

Care
Respect
Integrity
Trust
Accountability
Sustainability

Core Competencies:

Demonstrates self-awareness and ethical awareness (1)
Works collaboratively with others (1)
Builds and maintains partnerships (1)
Innovates and embraces change (1)
Thinks and acts strategically (1)
Drive to achieve impactful results (1)
Manages ambiguity and complexity (1)

Recruitment
Qualifications:

Education requirement: A university degree (Bachelor's Degree or equivalent) is required in Digital Transformation, Business Analysis, ICT Management, Computer Science, Innovation, Digital

Development, International Development or another relevant technical field.

Experience required: A minimum of 2 years of professional experience in information communication technology for development (ICT4D) in a large international organization or corporation is required, including:

Experience identifying, designing and implementing solutions for large-scale projects with technical components.

Experience coordinating the work of external vendors and software developers and experience supporting business analysis, budgets, contracts, project management and procurement.

Experience with ICT, mobile and web-based technologies, particularly designing or deploying tools appropriate to the region.

Exposure to UNICEF, UN or other INGO programmatic areas, including in health, nutrition, child protection and education.

Experience applying technical solutions to address programmatic issues.

Desirables:

Experience in the following areas is desirable:

Experience in Open Source, mobile and emerging technology applied to UNICEF programme areas.

Experience with RapidPro, Primero, DHIS2, ODK and other digital public good technologies, and deploying, maintaining and scaling these technologies.

Required skills:

UNICEF Digital Skills Taxonomy

Digital Cross-functional

AI Literacy

Business Analysis

Business Continuity Planning

Capacity Building

Digital Advisory

Digital Measurement, Evaluation and Insight

Digital Transformation and Enablement

Emergency Preparedness and Disaster Recovery Planning

Global Digital Readiness and Inclusion

Knowledge Management

Procurement and Sourcing

Project Management

Stakeholder and Business Focus

Digital Operations

Telecoms Equipment Maintenance

Digital Solutions

Human-Centered Design (HCD)

Information Security

IT Quality Assurance and Management

Personal (Soft Skills)

Analytical Thinking

Communication

Continuous Learning

Language requirements: Fluency in English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) or a local language is an asset.

Is this role a Representative, Deputy Representative, Chief of Field Office, the most senior Child Protection role in the office, Child Safeguarding Focal Point, or Investigator (OIAI)?:

No

Is this post a Direct contact role in which incumbent will be in contact with children either face-to-face, or by remote communication, but the communication will not be moderated and relayed by another person?:

No

Is this post a Child Data role in which incumbent will be manipulating or transmitting personal-identifiable information on children such as names, national ID, location data, or photos)?:

No

The selected candidate for this position will be required to engage with vulnerable children:

No

Competencies and level of proficiency required:

Recruitment
Qualifications:

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