



UNITED NATIONS CHILDREN'S FUND

JOB PROFILE

I. Post Information

Job Title: Technical Officer Technical Support Unit (TSU)
Supervisor Title/ Level: Highly Specialized (HSTE), P4
Infrastructure and Energy Centre (IEC)
Post Location: Denmark

Job Level:
Job Profile No.: 138905
Job Classification Level: P2

II. Strategic office context and purpose for the job

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programs, in advocacy, and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop, and reach their full potential, without discrimination, bias or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education and protection of a society's most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfill their potential but also will lead to sustained growth and stability of countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations.

Strategic context

UNICEF works with governments and partners to strengthen health systems and supply chains, ensuring that vaccines and other temperature-sensitive health products remain safe, effective and accessible, including in resource-constrained settings. Within Supply Division, the Infrastructure and Energy Centre (IEC) supports the technical quality, sustainability and deployment of fit-for-purpose cold chain, energy, infrastructure and related technology solutions.

The Technical Support Unit (TSU) is a cross-cutting function within IEC that promotes technical quality, harmonization, knowledge management and continuous improvement across cold chain, energy, infrastructure, oxygen and related technical areas. TSU captures field evidence and lessons learned, transforms them into reusable tools and guidance, supports product and technology improvement, and provides structured technical support to Country Offices and programmes.

Purpose of the position

Under the supervision of the Highly Specialized Technical Expert (HSTE), P4, the Technical Officer supports the implementation of the TSU workplan by providing structured technical, operational and knowledge-management support across IEC.

The position has focus on cold chain equipment and associated infrastructure and works closely with material managers, project managers and technical specialists to ensure consistent and high-quality technical support, a harmonized approach between IEC units and country offices, effective monitoring of actions and the conversion of technical knowledge and field data into tools, guidance and capacity-development resources.

The Technical Officer also contributes to cross-functional projects, sustainability initiatives, operations and maintenance (O&M) approaches, and technical support to Country Offices, while technical decisions and approvals remain the responsibility of the relevant Material Owners (MO) and the HSTE.

III. Key functions, accountabilities and related duties/tasks:

Key Functions, Accountabilities and Related Duties/Tasks

1. Knowledge Management and Capacity Development

- Support the planning, implementation and continuous improvement of TSU knowledge -management and capacity -development activities.
- Capture and structure lessons learned, field evidence, audit findings, supplier feedback, complaints and project outcomes into reusable technical resources, including guidance, templates, checklists, FAQs, case studies and training materials.
- Maintain document quality, version control, traceability and knowledge repositories.
- Support onboarding, knowledge transfer and technical learning activities across staff and partners.
- Contribute to the development and maintenance of IEC technical guidance, reference materials and knowledge-sharing tools.

2. Product Quality, Improvement and Process Coordination

- Ensure the consistent application of agreed product monitoring, fitness-for-purpose, and continuous improvement processes by all materials managers, including the use of appropriate tools and templates and adherence to required levels of quality, completeness, and traceability.
- Coordinate with MOs the review and update cycle of technical specifications, guidance documents, and reference documents, ensuring control, completeness, traceability, and integration of relevant field data.
- Support quality monitoring, corrective and preventive action tracking, field evaluations and product improvement initiatives.
- Coordinate with MOs the preparation of technical documentation related to procurement processes, product reviews and technology introduction activities.
- Coordinate assigned cross-functional projects or workstreams, including planning, stakeholder engagement, risk tracking, action monitoring and reporting.

3. Infrastructure, Energy and O&M Support

- Support technical initiatives related to cold chain equipment, temperature-controlled storage systems and associated infrastructure and energy solutions.
- Contribute to the development and maintenance of O&M tools and resources, including preventive maintenance plans, spare-parts lists, monitoring tools and service templates.
- Support the preparation of technical review tools, assessments, inspections, consultancy assignments and field activities.
- Consolidate findings from projects, audits, commissioning activities and maintenance reports into actionable recommendations and follow-up actions.
- Contribute to the evaluation and implementation of sustainable and energy-efficient technologies and solutions.

4. Country Support, Capacity Building and Sustainability

- Coordinate assigned technical support requests from Country Offices by collecting information, facilitating specialist input and ensuring follow-up through closure.
- Support remote and in-country technical assistance missions through preparation of diagnostic tools, assessments, mission documentation and action plans.
- Contribute to technical capacity-development activities for UNICEF staff, government counterparts and partners.
- Support the coordination and monitoring of IEC sustainability initiatives, indicators and reporting.
- Maintain tracking systems for support requests, actions, decisions, risks and lessons learned, ensuring feedback is incorporated into knowledge management and product improvement processes.

IV. Impact of Results

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- Consistent, timely and evidence-based technical support to Country Offices and programmes.
- Improved quality, safety, maintainability and sustainability of cold chain and related infrastructure solutions.
- Better use of field evidence to support product improvement and fit-for-purpose decisions.
- Stronger knowledge management and reuse of technical resources across IEC.
- More effective follow-up of actions, risks, quality issues and project deliverables.
- Enhanced technical capacity and operational sustainability through improved guidance, tools and capacity-building initiatives.

V. Competencies and level of proficiency required

Core Values attributes

- Care
- Respect
- Integrity
- Trust
- Accountability
- Sustainability

Core competencies skills

1. Builds and maintains partnerships
2. Demonstrates self-awareness and ethical awareness
3. Drive to achieve results for impact
4. Innovates and embraces change
5. Thinks and acts strategically
6. Manages ambiguity and complexity
7. Works collaboratively with others

V. Functional / Technical Skills

- Working knowledge of cold chain equipment, temperature-controlled storage systems and related infrastructure.
- Ability to interpret and organize technical information from specifications, audits, commissioning records, maintenance data and field reports.
- Ability to collect, analyze and synthesize technical evidence into practical recommendations and knowledge products.
- Strong project coordination, stakeholder engagement and follow-up skills.
- Ability to work effectively with multidisciplinary teams and influence stakeholders without direct authority.
- Excellent analytical, drafting, communication and organizational skills.
- Experience in cold chain & immunization supply chain technologies is essential and experience in maintenance/O&M, sustainability, project management or technical programme support are assets.
- Proficiency in Microsoft 365 applications; familiarity with ERP/SAP or similar enterprise systems is an asset.

VI. Recruitment Qualifications

Education:	A first-level university degree in Supply Chain Management, Logistics, Cold Chain Management or another relevant field is required. An advanced university degree in a relevant field is an asset.
Experience:	A minimum of two years of professional experience in cold chain equipment, immunization technologies, technical supply or procurement support, product quality, field performance monitoring, supply chain, project coordination or a related area is required. Experience with technical documentation, supplier quality follow-up, maintenance/O&M, country support, or international development organizations is highly desirable. Experience with UNICEF, WHO, other UN organizations, development partners or government programmes is an asset.
Language Requirements:	Fluency in English required and knowledge of another UN language (preferably French) is an asset.