



Classified Job Descriptions

Job Description Type:	Specific Job Description	Region:	PFP
Category:	IP (International Professionals)	Country:	Switzerland
Reason for Classification:	Revised responsibilities	Duty Station:	Valencia, Spain
Level:	P-3	Office:	PFP
Title:	Digital Impact Specialist	Section:	PFP ICT/Digital Impact
Title Information in Parenthesis:	Digital Experience Support	Unit:	
CCOG Code:	1A05	Case Number:	
UNICEF Code:	ICT	Post Number:	18722
Classified by:		Classified Date:	8/19/2026
Organizational Context:	The Digital Impact Specialist (Digital Experience Support) reports to the Systems Analyst with the Chief of PFP-ICT as Second Reporting Officer. The PFP division aims to target ambitious goals in its 2026-29 strategic plan, built around income, influence, and financing, all developed and supported by an integrated eco-system. Scaling up the digital transformation, initiated from previous years, is one of the transformational strategic pillars and as such, the organizational context is shaped by the high dependency on digital environment where advanced technology, such as Artificial Intelligence (AI), is integral part of business efficiency and growth. In many key areas, such as digital fundraising, digital marketing, digital communications, digital collaboration and support, knowledge sharing, real-time analytics, etc.; PFP stakeholders integrate digital solutions into the business operations, adopt AI and automation, use data as strategic assets, improve cybersecurity and risk management, build digital-first culture, and expect enhanced efficiency as well as improved digital experience with supporters and partners. This post is based in Valencia, a Headquarter duty station, and is part of the PFP-ICT Applications Support unit, which manages and supports the analysis of business requirements for digital applications, the identification or development, the implementation as well as the operations of digital solutions for the business.		
Purpose of the Job:	The incumbent's role is to manage, coordinate and support the development, implementation and operations of ICT platforms and systems supporting the overall fundraising and partnership digital strategy, the knowledge management, and the collaboration with partners; contribute to the management of the business applications portfolios; and promote and foster innovation through technology for PFP and its business constituents that include National Committees and COs with PSFR operations The position acts as ICT resource and focal point on all matters related to AI supported digital fundraising and CMS platforms as well as cloud services. The incumbent is expected to collaborate closely with PFP-ICT Unit and key resources in DID-HQ as well as knowledge management groups in PFP.		

Key functions, accountabilities and related duties/tasks:

Summary of the key functions, accountabilities and related duties or tasks include:

1. Lead and coordinate the technical support to the development, implementation and operations of fundraising eco-system that integrates the Digital Experience Platform (DXP), the Content Management System (CMS); the Supporter Relationship Management (CRM), and the systems for Knowledge Management and Collaboration with partners Enhance business applications governance and collaboration with business owners and strategic partners and build relationships and capacity.
2. Enhance business applications governance and collaboration with business owners and strategic partners, and build relationships and capacity.
3. Provide support to the management of overall PFP business applications lifecycle and their integration points.
4. Support the promotion and fostering of innovation through technology.

1. Lead and coordinate the technical support to the development, implementation and operations of fundraising eco-system that integrates the Digital Experience Platform (DXP), the Content Management System (CMS); the Supporter Relationship Management (CRM), and the systems for Knowledge Management and Collaboration with partners:

- 1.1. Perform the analysis of business needs and elaboration of functional requirements and quality attributes of the solutions.
- 1.2. Lead the technical design and implementation of the fundraising platforms and the integration of its related components, e.g. payment procession solutions, data, leveraging advanced technologies wherever relevant.
- 1.3. Manage projects on full application development lifecycle and work with vendors to implement the solutions. Incorporate security measures aligned with policies and best practices throughout the development lifecycle.
- 1.4. Manage compliance and escalate exceptions (proactive) and deviations (reactive) on project management and change management.
- 1.5. Ensure that organization standards as well as industry best practices are considered in the vendor and tool selection, information structure, information security, metadata, and system architecture.
- 1.6. Monitor and produce reports and insights on the system performance and perform usage statistics analysis.
- 1.7. Ensure the accuracy and integrity of data through internal auditing and cleansing processes. Collaborate with security experts to address vulnerabilities and maintain integrity.
- 1.8. Lead the technical implementation to enable collaboration and knowledge management through Enterprise Content Management, Team sites, Office365 and other tools.
- 1.9. Manage ICT-related communication materials and applications documentation internally and for DID-HQ.
- 1.10. Liaise with key resources and SMEs in ICTD-NYHQ and coordinate with the internal ICT team in defining the deployment plan and adoption strategy and build support baselines.

2. Enhance business applications governance and collaboration with business owners and strategic partners, and build relationships and capacity:

- 2.1. Participate as required to the PFP-ICT Steering Committee meetings to provide inputs and influence on the plan, priorities, and technology decision for business application roadmap and direction.
- 2.2. Support counterparts and strategic partners (such as National Committees) to build capacity, ensure coordination and manage the access to UNICEF systems process.
- 2.3. Engage with business sections and applications owners, counterparts and strategic partners to form a "technical and business reference groups" to identify, analyze, research and promote innovative and viable solutions e.g., Content Management System, Innovation Platform, etc.
- 2.4. Assist in oversight, assessment and audit of vendors, counterparts.
- 2.5. Assist in the promotion of creativity and innovative thinking to re-engineer work processes and make the best use of technology within and outside UNICEF.
- 2.6. Support the Geneva Procurement Section and business applications owners to establish a long-term agreement with strategic vendors in providing ICT services, applications and support.

- 2.7. Conduct oversight of providers and third parties of ICT-related services and products to the UNICEF Geneva businesses.
- 2.8. Study and understand the business trends and the business emerging requirements to improve the delivery of results.
- 2.9. Stay abreast of ICT trends, developments and best practices through professional development –journals, training, certification, etc.

3. Provide support to the management of overall PFP business applications lifecycle and their integration points:

- 3.1. Assist in the maintenance of the business applications mapping and developing applications capability values to ensure fit for purpose and to review operation and technical risks to ensure they fit for purpose and continue to provide business values.
- 3.2. Assist in performing business application gap analysis, identifying redundancy and developing integration requirements.
- 3.3. Provide support in tracking and monitoring performance issues to optimize system performance and ensure smooth operations, addressing any infrastructure-related challenges that may arise.
- 3.4. Coordinate the management of changes and upgrades, and the communication plan to support these changes.
- 3.5. Coordinate with business owners and ICTD-NYHQ on evaluating and reviewing the lifecycle of legacy systems and validating the integration plan or developing retirement transition plan.
- 3.6. Maintain and share knowledge and awareness of best practices and development trends in cloud services and web technologies and standards and apply these to recommend options for continuous improvement.
- 3.7. Manage work relationships with strategic vendors and network with ICT resources within the PFP-ICT Unit and ICTD-NYHQ.
- 3.8. Work with business owners and PFP-ICT Unit on the access control and availability of archive systems throughout legacy systems lifespan
- 3.9. Assess and implement comprehensive security measures, access controls and compliance standards across systems and applications.

4. Support the promotion and fostering of innovation through technology:

- 4.1. Promote creativity and innovative thinking to re-engineer work processes and make the best use of technology within and outside UNICEF.
- 4.2. Assess AI readiness for the existing apps and AI development for the new initiatives, leveraging approved UNICEF AI framework and standards to deliver impactful, automated, sustainable and scalable solutions.
- 4.3. Conduct in-depth technical reviews and proof-of-concepts for new AI-supported solutions to assess their feasibility, performance, risks, cost and scalability in collaboration with the Compliance, Cybersecurity, and Data Privacy teams to ensure Responsible AI practices, including human oversight mechanisms, auditing of AI decisions, and adherence to our Generative AI.
- 4.4. Surface, explore, evaluate and review AI-supported use cases and ideas, from opportunities or submitted by business units or innovation teams, offering expert guidance to shape these ideas into viable projects.
- 4.5. Assess risks and establish mitigation plans for each AI-supported use case, including analyzing potential model biases, data privacy implications, security vulnerabilities, and compliance with data governance standards.
- 4.6. Leverage standard tools like Microsoft Purview & Agent 365 for data governance to ensure that AI systems handle sensitive data in accordance with company policies and regulatory requirements.
- 4.7. Consider automation features to streamline repetitive tasks and improve operational efficiency. Document the application architecture, workflows, and integration steps.

Impact of Results:

The Digital Impact function supports UNICEF mission and strategic plan by enabling programme, fundraising, and operational effectiveness and efficiency through innovation, partnerships and providing ICT solutions and services in a timely, secure and safe manner.

With regards to the performance of the incumbent, any failures not properly addressed or

corrected will have high operational and damaging impact to UNICEF office as a whole. The absence or lack of a sound management of the Digital Impact ICT functions will affect UNICEF's ability to support local counterparts and implementing partners and potentially affect UNICEF ICT 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: An Advanced University Degree in one of the following fields is required: computer science, information systems, software engineering, information technology management, business administration or other related social science fields.

Experience required: A minimum of five (5) years of professional experience in information technology management and business operations in a large international organization and/or corporation is required.

Demonstrated experience in designing developing and maintaining AI-supported web applications, with responsive front-end interfaces and robust back-end services using modern stacks is required.

Experience with modern Enterprise Content Management Systems, with multilingual, multi-site, complex editorial workflow, and omnichannel content delivery features is required.

Experience in documenting software requirements specifications and design description as well as in version control tools and DevOps practices is required.

Strong analytical skills to review, test, and correct AI-generated output for logic flaws or security vulnerabilities is an asset.

Experience in working with complex ICT projects, and collaborating with multiple stakeholders, business and technical, and vendors is an asset.

Experience and solid understanding of networking and core internet protocols is an asset.

Knowledge of UN/UNICEF's rules, regulations and procedures is considered an asset Experience in a UN organization is an asset.

Technical Competencies:

Certification and/or proven experience in one of these ICT technical competencies, is required: ICT Project Management, Business Analysis, Information Management, Information Systems Security, ICT Audit and Risk Management, Networks Information Security and Software Engineering and Programming.

Advanced knowledge in the Web Applications Development methodologies and tools, particularly:

Hands-on experience with leading enterprise CMS/DXP systems (e.g., Liferay DXP, Sitecore, Optimizely, Ibexa, Adobe Experience Manager).

Proficiency in Back-End development and server-side languages and frameworks, typically Java/J2EE or .NET/.NET Core.

Solid foundation in Front-End development, such as HTML5, CSS3, JavaScript, and modern frameworks (e.g., Angular, React, Vue.js, or TypeScript).

Strong knowledge of microservices architecture, RESTful APIs, GraphQL, and cloud delivery models (AWS, MS Azure).
Advanced knowledge of MS Sharepoint, MS Office 365, MS SQL, MS Azure Cloud services, MS Copilot.
Familiarity with AI frameworks (e.g. PyTorch and TensorFlow, etc.), platforms (e.g. MS Azure AI, etc.), models (e.g. LLM, Diffusion, etc.), integration (e.g. LLM API, etc.).

Project Management Certification is an asset.
ITIL Certificate or equivalent Customer Support Certification is an asset.

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

Attachments:

