UNITED NATIONS CHILDREN'S FUND

JOB PROFILE

I. Post Information

Job Title: Technical Associate (Warehouse Management Systems and Controls) **Supervisor Title/Level:** Senior Technical Associate, WIMC. Post #102944 **Organizational Unit:** Warehouse and Inventory Management Centre (WIMC), Supply Division **Post Location:** Copenhagen, Denmark	**Job Level:** GS-6 **Job Profile No.:** 134367 **Job Classification Level:** GS-6

II. Strategic office context and purpose for the job

Strategic office context

UNICEF Supply Division operates a major humanitarian supply hub supporting the procurement, storage and distribution of essential supplies to children and families worldwide. The Copenhagen warehouse uses automated material handling equipment (MHE), warehouse management systems (WMS), warehouse control systems (WCS), conveyors, automated storage and retrieval systems (ASRS), packaging equipment and associated control infrastructure. Reliable interaction between warehouse systems and physical equipment is essential to safe and uninterrupted warehouse operations.

To strengthen in-house WMS and controls capability, support business continuity and retain operational knowledge, the Technical Associate (Warehouse Management Systems and Controls) provides daily systems support, fault diagnosis, maintenance coordination and continuous improvement in the automated warehouse environment.

Purpose for the job

The Technical Associate (Warehouse Management Systems and Controls) provides first-line functional and technical support for warehouse management, warehouse control and related automation systems to help ensure reliable material flow and a high level of equipment availability. The incumbent analyses and resolves system and controls issues, coordinates escalation and recovery, supports testing and documentation, and contributes to knowledge transfer and readiness for Campus 4. The position reports to the Senior Technical Associate, WIMC, and collaborates with Warehouse Operations, technical colleagues, Engineering and Quality functions, and external maintenance and automation service providers

Contributes to maintaining compliance with applicable international and regulatory standards in supply chain operations, especially for regulated products such medicines. Adherence to mandatory training requirements and internal procedures to maintain product safety and quality throughout the supply chain.

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

1. WMS, WCS and controls support

- Provide first-line functional and technical support for WMS, WCS, visualization and associated controls used in warehouse operations.
- Monitor system status, queues, interfaces, alarms and material-flow exceptions and take appropriate corrective or escalation action.
- Analyse incidents affecting order execution, inventory movements, equipment communication and automated material flow.
- Use available diagnostic tools and system information to identify whether faults originate in WMS, WCS, controls, interfaces, equipment or operational processes.
- Coordinate controlled system recovery and confirm that affected functions operate correctly before return to normal service.

2. Incident response and problem management

- Respond promptly to system, controls and automation incidents according to operational priority and safety requirements.
- Perform structured fault analysis, document findings and support root-cause investigation of recurring incidents.
- Escalate complex or safety critical issues to the appropriate UNICEF focal point or specialist service provider and provide the information needed for effective resolution.
- Follow incidents through to closure, including testing, operational verification, documentation and communication to relevant stakeholders.
- Identify trends and propose sustainable corrective and preventive actions.

3. Testing, changes and system improvement

- Support evaluation, testing and implementation of WMS, WCS, controls and automation changes in accordance with applicable change-control and quality requirements.
- Prepare or contribute to test scenarios, test protocols, results and defect follow-up.
- Coordinate with Warehouse Operations, IT, Engineering, Quality and external providers to ensure changes are operationally suitable and appropriately documented.
- Support integration and operational-readiness activities relevant to Campus 4, including material-flow and automation solutions.
- Contribute practical improvements to system availability, usability, maintainability and operational efficiency.

4. Documentation, data and knowledge management

- Maintain accurate incident records, system logs, service reports, configuration information, work instructions and related technical documentation.
- Ensure system issues, workarounds, outstanding defects and follow-up actions are clearly recorded and traceable.
- Maintain and improve troubleshooting guides, handover information and system support procedures.
- Share knowledge with the Technical Assistant, warehouse colleagues and other technical resources through structured handovers and on-the-job guidance.

5. Vendor and stakeholder coordination

- Work closely with Warehouse Operations, the Technical Assistant, IT, Engineering, Quality functions and external service providers.
- Coordinate and follow up external interventions involving WMS, WCS, controls, interfaces or automation systems.
- Assist in verifying that contracted work has been completed, tested, documented and accepted by the relevant UNICEF function.
- Communicate technical issues and operational impact clearly to both technical and non-technical stakeholders.

6. Technical Assistant duties and operational support

- Undertake Technical Assistant duties when required to maintain operational continuity and balanced coverage within the resident technical team.

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

- Provide first-line support for mechanical, electrical and equipment-control faults within the incumbent's training, authorization and competence.
- Support preventive and corrective maintenance, equipment inspections, adjustments, testing and return-to-service activities.
- Support spare-parts and wear parts control, technical cleaning, consumable changes and other MHE tasks as assigned.
- Work in accordance with safety requirements, permits, lockout/tagout arrangements, local procedures and relevant GDP/GSDP and UNICEF quality requirements.
- Ability to maintain accurate, complete and traceable technical records using a CMMS or equivalent tracking system.
- Ability to respond with urgency, prioritize operational risks and escalate complex or safety-critical issues appropriately.
- Ability to cooperate with UNICEF colleagues, resident technicians, contractors and equipment suppliers and to communicate technical topics clearly.
- Ability to work flexibly outside normal working hours when operationally required, subject to applicable UNICEF arrangements.

IV. Impact of Results

Effective performance by the Technical Associate (Warehouse Management Systems and Controls) supports reliable and safe operation of warehouse systems and automated material handling equipment, timely resolution and escalation of incidents, controlled implementation of system changes, and accurate, traceable technical documentation. This contributes to operational continuity, high equipment availability, compliant warehouse operations, and readiness for Campus 4. Structured troubleshooting, verified recovery, knowledge transfer and effective vendor coordination reduce recurring disruption and strengthen UNICEF's capacity to store and distribute essential supplies efficiently.

V. Capabilities Required

- Ability to analyse WMS, WCS, controls, interface and material-flow issues using a structured, end-to-end approach.
- Ability to interpret alarms, logs, queues, messages, status information and equipment diagnostics and translate findings into corrective or escalation actions.
- Ability to support controlled testing, change implementation, recovery and operational verification.
- Ability to maintain accurate, complete and traceable records, technical documentation and work instructions.
- Ability to prioritize incidents based on safety and operational impact and to coordinate effectively across operational, technical and vendor teams.
- Ability to explain complex systems and controls topics clearly to colleagues with different levels of technical experience.
- Ability and willingness to undertake Technical Assistant duties when required, including hands-on support for automated material handling equipment within the incumbent's competence and authorization.
- Ability to work flexibly outside normal working hours when operationally required, subject to applicable UNICEF arrangements.

VI. Competencies and level of proficiency required

Core Values attributes

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

Core competencies skills (No Supervisory Role)

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

Functional / technical skills

- Functional and technical support of warehouse management and warehouse control systems in an automated logistics environment.
- Structured troubleshooting across WMS, WCS, interfaces, PLC/HMI controls and material handling equipment.
- Interpretation of system logs, alarms, queues, messages, visualizations and equipment diagnostics.
- Incident, problem and root-cause analysis, including escalation and follow-through to verified resolution.
- Test preparation and execution, defect follow-up, change support and technical documentation.
- Understanding of automated material flow, conveyors, ASRS and related electro-mechanical equipment.
- First-line mechanical, electrical and equipment-control support sufficient to undertake Technical Assistant duties within assigned competence.
- Safe working practices, clear communication and knowledge transfer.

VII. Recruitment Qualifications

Education:	Completion of secondary education supplemented by a recognized vocational or technical qualification in automation technology, industrial IT, electrical engineering, electronics, mechatronics, industrial maintenance, logistics systems or another relevant technical discipline. Additional training or certification in WMS/WCS, PLC/HMI systems, industrial networks, database querying, electrical safety or automation is an asset.
Experience:	• At least 6 years of relevant hands-on experience supporting WMS, WCS, controls, automation or integrated warehouse systems in automated logistics, manufacturing or a comparable technical environment. • Demonstrated experience diagnosing incidents across software, interfaces, controls and material handling equipment and coordinating recovery and escalation. • Documented practical experience from an automated warehouse, logistics or industrial site of comparable complexity. • Experience with warehouse material flow, conveyor systems, ASRS, PLC/HMI interaction, visualization tools and equipment diagnostics is highly desirable. • Experience preparing or executing system tests, documenting results and following up defects or changes is highly desirable. • Hands-on experience with preventive maintenance, fault diagnosis or repair of automated or electro-mechanical equipment sufficient to support Technical Assistant duties is required. • Experience working with external system integrators, automation providers or maintenance contractors is an asset. • Experience in pharmaceutical, humanitarian, logistics, manufacturing, airport or distribution-centre operations is an advantage.
Language Requirements:	Fluency in English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) is an asset.