GENERIC JOB PROFILE

I. Post Information

Job Title: Digital Impact Officer **Supervisor Title/ Level:** Digital Impact Specialist/Manager; Operations Manager, Chief of Operations/ Field Office Level 3/4 **Organizational Unit:** Operations **Post Location:** Country/Field Office	**Job Level:** Level 2 **Job Profile No.:** **CCOG Code:** 1A05 **Functional Code:** ICT **Job Classification Level:** Level 2

II. Organizational Context and Purpose for the job

UNICEF is a leading humanitarian and development agency working globally for children rights. Child rights begin with safe shelter, nutrition, protection from disaster and conflict and traverse the life cycle. UNICEF strive to ensure that all children are born alive, stay safe and keep learning.

For 70 years, UNICEF endeavor to improve the lives of children and their families. Working with and for children through adolescence and into adulthood requires a global presence whose goal is to produce results and monitor their effects. UNICEF also lobbies and partners with leaders, thinkers and policy makers to help all children realize their rights—especially the most disadvantaged.

Job organizational context: The **Digital Impact Officer (Level 2)** reports to the Operations Manager, Chief of Operations or Chief of Field Office in a small office or zone office or to the Digital Impact Manager in a large country office.

Purpose for the job: Based on the established policies, guidelines and service level agreements (SLAs), the purpose of the incumbent role is to carry out broad ICT functions and enable the provision of ICT solutions and services and assist in the delivery of results in a small size office.

The Generic job profile (GJP) may be modified by regional or country offices to meet their specific needs.

III. Key functions, accountabilities and related duties or tasks

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

1. Enable continuous operation of ICT infrastructure and accessibility to ICT solutions and services;
2. Provide help, support and assist with capacity building and knowledge management;
3. Support operational and administrative tasks;
4. Assist in the delivery of results

1. **Enable continuous operation of ICT infrastructure and accessibility to ICT services and solutions:**

- Ensure physical and logical security and safety of ICT environment and infrastructure;
- Operate ICT infrastructure –*environment, hardware, network and telecommunications*;
- Assist in the management of contracts for ICT for services and products;
- Implement corporate solutions, services and keep systems and applications up and running;
- Manage changes and apply upgrades, security updates and patches;
- Conduct or supervise the provision of preventive and corrective maintenance;
- Manage emergency telecommunication operations and equipment;
- Manage ICT disaster recovery plans;
- Monitor, assess and verify the use of ICT resources to ensure compliance;
- Escalate compliance exceptions (proactive) and deviations (reactive).

2. **Provide help, support and assist with capacity building and knowledge management:**

- Provide technical and operational support to end-users;
- Manage escalated ICT incidents or problems to GSSC/ITSS;
- Distribute ICT-related communication materials from NYHQ, GSSC or regional office;
- Prepare and circulate internal ICT-related communications –*emails, manuals, newsletters, flyers, best practices, FAQs…*
- Offer or coordinate training workshops or clinics to build end-users capacity or to introduce new solutions and services;
- Share local experience and lessons learned with regional office, GSSC or ITSS for the collective benefit;
- Support the planning, organization and implementation of capacity building and knowledge management initiatives to enhance staff competencies;
- Support opportunities to improve productively, efficiency, effectiveness and foster innovation;
- Participate in-person or remotely in country, regional or global events, discussions setting the future of ICT evolution to achieve UNICEF mission;
- Stay abreast of ICT trends, developments and best practices through professional development –journals, training, certification, etc.…

3. **Support operational and administrative tasks:**

- Manage and supervise ICT Staff;
- Support the office business continuity plans development and ensure the inclusion of ICT inputs and perspective;
- Monitor risks and threats to ICT environment or infrastructure. Take appropriate action and inform management;
- Confirm the compliance with the host government regulatory requirements vis-à-vis the Basic Cooperation Agreement (BCA), i.e., data collection of sensitive information or personally identifiable information (PII), telecommunications licenses, use of specialized equipment, such as HF/VHF radios, high-gain antennae, satellite phones, VSATs, VOIP, etc…
- Participate in inter-agency events, meetings or discussions to present UNICEF ICT interests, priorities and position;
- Act as ICT focal point for Emergency preparedness, Delivering as One, One UN or other initiatives;

- Work closely with Administration and Finance on budget, billing certification, inventory and asset management;
- Assist in providing information for reports, reviews or audits;
- Prepare documentations for programme, planning and budgeting exercises – CPD, CPAP, IBR, MTR, AWP, etc…
- Liaise with regional office, GSSC and ITSS to keep abreast of new initiatives and opportunities to innovate and modernize office operations and to contribute to the collective ICT evolution.

4. Assist in the delivery of results:

- Spearhead approved innovation initiatives and work closely with programme staff to facilitate proper implementation;
- Support technical and operational knowledge transfer to programme staff, implementing partners and beneficiaries;
- Study and understand the business requirements, i.e., PPP, RBM, HACT, etc… to improve the delivery of results;
- Advise programme staff to build an expert team to build better relationships with counterparts and implementing partners;
- Support counterparts and implementing partners to build capacity and nurture independence;
- Assist in the selection of training providers and the development of training materials;
- Collaborate with C4D and use their advocacy, outreach and dissemination tools for better utilization of technology to advance the delivery of results;
- Support Supply and programme staff to establish local LTAs for ICT-related programme contracts for services and products;
- Provide oversight of providers and third-parties of ICT-related services and products to programme;
- Assist in the facilitation of project management methodologies trainings and support the application by staff, counterparts and implementing partners;

IV. Impact of Results

The ICT function supports UNICEF's mission and strategic plan by enabling programme 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 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.

V. UNICEF values and competency Required (based on the updated Framework)

i) Core Values

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

ii) Core Competencies (For Staff with Supervisory Responsibilities) *

- Nurtures, Leads and Manages People (1)
- Demonstrates Self Awareness and Ethical Awareness (2)
- Works Collaboratively with others (2)
- Builds and Maintains Partnerships (2)
- Innovates and Embraces Change (2)
- Thinks and Acts Strategically (2)
- Drive to achieve impactful results (2)
- Manages ambiguity and complexity (2)

or

Core Competencies (For Staff without Supervisory Responsibilities) *

- 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)

*****The 7 core competencies are applicable to all employees. However, the competency Nurtures, Leads and Manages people is only applicable to staff who supervise others.

VI. Qualifications

Education:	A university degree in computer science, software engineering, information technology management, business administration or related social science field is required.
Experience:	A minimum of two years of professional experience in information technology management and business operations in a large international organization and/or corporation is required. Experience in a UN organization is an asset.
Technical Competencies:	Certification and/or proven experience in one of these several ICT technical competencies: ICT Project Management, Business Analytics, Information

	Security, ICT Audit and Risk Management, Telecommunications, Networks Information Security and Software Engineering and Programming
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.