GENERIC JOB PROFILE

I. Post Information	
Job Title: Digital Impact Associate **Supervisor Title/ Level:** Digital Impact Officer / Specialist / Manager **Organizational Unit:** ICT	**Job Level:** G-6 **Job Profile No.:** **CCOG Code:** 2105 **Functional Code:** ICT **Job Classification Level:** G-6

II. Organizational 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.

Digital impact is one of core pillars of UNICEF's strategy. The UNICEF Strategy for Digital Impact outlines a plan to leverage the digital world to advocate for every child's rights, well-being, and empowerment through four key areas: Digital Empowerment (DE), Digital Guardrails (DG), Digital Foundations (DF), and Strategic Enablers (SE). The goal of this digital strategy is to support the delivery of sustainable and responsible digital impact for children at scale by assisting governments and partners in implementing their national digital transformation strategies that integrate child rights and emerging areas, while also mitigating potential digital threats to safeguard ethical outcomes for children and young people.

Job Organizational Context & Purpose of Job:
Digital Impact Associates perform procedural and some specialized activities pertaining to UNICEF's ICT systems, which include desktop administration connectivity, and server operations. Specialized activities typically pertain to the installation and routine configuration of ICT system components and user orientation. Procedural activities include all other processes that may not require the application of specialized information technology training and knowledge, such as maintaining technical and user documentation and/or serving as focal point for receipt and processing of user requests.

III. Key functions, accountabilities and related duties/tasks

1. **General ICT / Office Support**

Digital Impact Associates at this level perform a full range of procedural activities in support of ICT to ensure effective communication with client departments/divisions/offices and efficient provision of support to other ICT staff.

Activities include:

- Providing first-level support that includes receiving, processing and logging service requests.
- Managing lifecycle of ICT incidents assigned to him/her in service management tool.
- Providing support in conferencing with ICT and audiovisual equipment as and when requested.
- Creating and assigning work orders.
- Maintaining and updating files (electronic and paper) and internal databases.
- Maintaining ICT inventory, manuals and other documentation. This may require the incumbent to lift, move, mount, or store equipment.
- Maintain mission critical assets related to connectivity, firewall, software and hardware updates and ensure lifecycle compliance.
- Provide inputs to emergency data telecoms preparedness and ICT-DR simulation testing - for BCP.

2. **Minimal ICT Administration**

Digital Impact Associates are accountable for specialized support pertaining to IT core platforms and networks requiring thorough understanding of core IT Platforms and networks to facilitate a digital workplace.

Activities include:

- Installing/upgrading, configuring (routine, standard) and maintaining systems, tools and equipment.
- Assisting in routine operation and monitoring of server systems.
- Providing second-level user support/troubleshooting.
- Extracting data from databases to serve the needs and requests of users, diagnosing errors and correcting as necessary.
- Performing backups of servers following standard backup procedures.
- Assisting in the generation of computer reports.
- Providing on-the-job orientation for users in the use of ICT systems.

3. **Cybersecurity and General Protection of Digital Assets**

Digital Impact Associate at this level are expected to have a foundational understanding of cybersecurity principles and data protection best practices, contributing to the overall cyber hygiene and resilience of the office environment. This includes safeguarding UNICEF digital assets and supporting the organization's Human Risk Management strategy.

Activities include:

- Providing direct support during cybersecurity incidents in the field office, including first response to identity and device compromise, containment actions, and support with recovery procedures in coordination with the Regional Focal points and Global Security Operations Function.
- Identifying sensitive or regulated data and supporting the implementation and maintenance of standard access controls within UNICEF-approved platforms (e.g., SharePoint, OneDrive, Teams).

- Participating in routine reviews of digital access permissions and suggesting improvements based on the principle of least privilege.
- Supporting organizational cybersecurity awareness by monitoring completion rates of Information Security awareness initiatives (i.e. mandatory cybersecurity training) within the office, following up with users as needed.
- Liaising with regional cybersecurity focal points and global cybersecurity SMEs to report local risks and identify opportunities for improving user behavior and reducing human risk.
- Reinforcing good cybersecurity habits during ICT support interactions, such as password hygiene, phishing awareness, and device hardening practices.

4. Project and Operational Support

The Digital Impact Associate will play a key role in supporting specialized ICT projects, focusing on the development and implementation of new systems and applications. This includes assisting in the development and execution of complex ICT projects, developing specifications, and ensuring system security. The incumbent will provide guidance and training to junior staff, fostering continuous improvement and technical excellence.

IV. Impact of Results

The work of Digital Impact Associates impacts on the delivery of routine ICT administration activities that are closely interrelated with the work of other members of the ICT team to which assigned. The work performed affects not only the functionality of fundamental ICT systems, but also the operational efficiency of staff throughout the organization. Indirectly Incumbent`s work impacts on delivery of organization-wide programmes.

Digital Impact Associates also play a key role in providing ICT customer service support (second level) and minimal troubleshooting tasks. The incumbents are routinely involved in working closely with colleagues in ICT on crosscutting issues and with client departments and staff in the handling and resolving of routine as well as minor specialized processes and delivery of ICT services. These relationships are important to ensure that (a) client needs are met expeditiously, (b) ICT systems are functioning as designed and (c) UNICEF's staff are kept aware of new software releases, tools and equipment.

Failure to implement essential cybersecurity protocols will expose UNICEF's digital assets to increased risks, leading to potential data breaches, compromised sensitive information, and weakened overall cyber resilience within the office environment.

V. Capabilities Required

1. Project Management (3)

- Create project plans, objectives and deliverables.
- Track and organize resources like time, budget, and team efforts.
- Identify and report potential risks for further guidance.

2. Collaboration (3)

- Navigate organizational dynamics and adapt behavior to respond to different situations.
- Choose appropriate words, tone and tailors' messages respectfully and persuasively to suit different audiences.
- Write clear, concise and well-structured reports and documents using appropriate language.
- Pay close attention to what others are saying, asking questions for clarification.

- Present ideas and information clearly in front of groups.

3. **Problem Solving (3)**
   - Analyze data, identify trends, patterns and anomalies.
   - Evaluate information, analyze problems, identify underlying causes and risks.
   - Summarize and communicate findings, focusing on actionable insights to support decision-making.
   - Make decisions in time-sensitive situations, even with incomplete information.
   - Assess the potential impact of solutions (costs, benefits and risks).

4. **Digital Dexterity (3)**
   - Utilize AI-powered tools and platforms to automate data analysis.
   - Apply prompts to improve the quality of reports and data, ensuring alignment with internal regulations and policies.
   - Use specialist technology business systems and software.
   - Analyze and summarize data from various business systems to generate reports and insights.

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

Core Values

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

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)

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.

VII. Recruitment Qualifications

Education:	Completion of Secondary education is required. Professional and/or university courses related to the field of work are highly desirable.
Experience:	Minimum six (6) years of practical work experience in information technology, requiring systematic methods of troubleshooting and problem solving is required.
Language Requirements:	Fluency in English is required. Knowledge of another official UN language (Arabic, Chines, French, Russian or Spanish) or local language of the duty station is considered an asset.

VIII. Child Safeguarding	
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 incumbents 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