VACANCY ANNOUNCEMENT

Lead , Rapid Application Services, P-4
Information and Communications Technology (ICT) Programme
Delivery Sub-programme

Deadline for application	Announcement number	Expected date for entry on duty	Duration of appointment	Duty Station
06 May 2016	VA 16/007/ICT	As soon as possible	One and half years with possibility of extension	Bonn, Germany

Publication date: 23 March 2016, Post number: 31007739

The United Nations Framework Convention on Climate Change (UNFCCC) is the focus of the political process to address Climate Change. The Convention secretariat supports the Convention and its Kyoto Protocol by a range of activities, including substantive and organizational support to meetings of the Parties.

The **Information and Communication Technology programme (ICT)** is the central service provider for all IT infrastructure and user support services, as well as for information systems development, maintenance and application support within the UNFCCC.

Where will you be working

You will be located in the Delivery sub-programme which is responsible for the design, development, implementation and maintenance of complex Information and Communications Technology solutions for UNFCCC internal and external stakeholders, as well as business analysis, requirements engineering and on-going support of application services.

What will you be doing

Under the general supervision of the Head, Information Systems Delivery and with some leeway permitted for the exercise of independent judgment, you will lead a unit within the Delivery subprogramme and provide oversight of and technical and programmatic guidance on the development, delivery, maintenance and upgrade of ICT software and systems. You will also coordinate with other programmes of the secretariat by acting as Customer Relationship Manager for one or more programmes.

Expected key results:

1. Support the Head, Delivery on matters related to ICT Systems development and operations;
2. Supervise and guides the members of the unit team;
3. Provide expert technical contributions on the analysis, development and implementation of ICT systems;
4. Coordinate with other programmes of the secretariat, and act as a Customer Relationship Manager for one or more programmes when required;
5. Manage and oversee deliverable from vendors and consultants.

You will have the following responsibilities:

1. You will support the Head, Delivery on matters related to ICT Systems development and operations. Activities include but are not limited to:
   - Planning and managing the delivery of a portfolio of ICT system development projects against plan, requirements, quality measures; providing substantive guidance to Delivery project managers;
   - Planning and managing the delivery of a portfolio of operational ICT application services, to include support and maintenance throughout their lifespans;
   - Planning and directing ICT development and maintenance projects to include production of project plans and required documentation involving feasibility studies, systems and requirements analysis, design, development, implementation, support and operations of complex ICT systems and applications;
   - Defining with partner programme managers statements of work and technical specifications for the development of new systems and related services;
   - Providing expert technical advice on the architecture, design and delivery of complex ICT solutions;
   - Resolving issues and mitigating risks identified from Delivery project managers, keeping the Head, Delivery informed of key issues and escalating unresolved problems;
   - Preparing various technical reports and communications and overseeing development of training materials and user documentation for the developed systems;
   - Working closely with internal and external stakeholders and end users on all aspects and during all phases of development and implementation.

2. You will lead, supervise and guide the staff of your unit. Activities include but are not limited to:
   - Providing professional leadership and directions to staff members;
   - Developing staff work plans including specific tasking as necessary; monitoring work plan implementation and mentoring the staff; implementing recruitment actions;
   - Overseeing unit staff performance in line with UNFCCC secretariat and ICT objectives;
   - Identifying and facilitating career development opportunities for unit staff;
   - Participating when required, in planning and preparation of the ICT and Delivery work programme, performance reports, budget and spending plans.

3. You will provide expert technical contributions on the analysis, development and implementation of ICT systems. Activities include but are not limited to:
   - Participating actively in the development of system requirements, solution architectures, software designing and/or technical reports;
   - Ensuring maintenance, upgrading and enhancement of existing ICT systems and databases as needed;
   - Identifying problems/issues and preparing technical recommendations;
   - Ensuring that all the appropriate data security and access controls are established for a given project;
   - Recommending innovative technical solutions and approaches to the manager and/or secretariat officials;
   - Contributing to the definition of development standards, tools and methods.

4. You will coordinate with other programmes of the secretariat, and act as a Customer Relationship Manager for one or more programmes when required. Activities include but are not limited to:
   - Identifying the needs of the partner programmes for new systems and related services, recommending priorities for ICT system development and maintenance activities based on an understanding of partner programme business needs and available resources;
   - Defining with partner programme managers business case for the development of new systems and related services;

- Advising the partner programme on solutions and services from the ICT portfolio of services;
- Developing, with partner programme(s), the engagement agreements that frame the work ICT will do on behalf of the other programme(s);
- Providing periodic reports to partner programme managers, to the Head, Delivery, to the ICT Programme Management Office and/or to the Head, ICT on the status of work and budget for projects;
- Handling escalations from programmes solving problems and liaising internally with ICT organization and partner programmes.

5. You will manage and oversee deliverables from the vendors and consultants. Activities include but are not limited to:
- Developing statements of Work, Technical Specifications, Terms of Reference and/or Requests for Proposal (RfP);
- Reviewing proposals and participating in selection of contract bidder;
- Supervising consultant staff, including performance monitoring and contractual evaluation, and coordinating with project managers or focal points from supplier vendors;
- Reviewing timesheets and vendor deliverables for technical quality and fulfilment of contract requirements.

6. You will perform any other job-related activity required to achieve the goals and objectives of the secretariat.

What are we looking for

Educational background

Required: Advanced university degree (Masters) in computer sciences, engineering or in a related discipline. A combination of a university degree plus substantial professional experience in the field may be accepted in lieu of an advanced degree in the relevant discipline.

Experience

Required: At least seven (7) years of progressively responsible professional experience relevant to the functions of the post.

Language skills

Required: Fluency in English, both oral and written.

Asset: Working knowledge of German and/or other United Nations languages.

Specific professional knowledge

Required:
- Extensive in-depth knowledge of Agile software development techniques (e.g. Scrum);
- Experience with development and operation of complex information systems following the full Systems Development Life Cycle (SDLC), involving some or all of: feasibility studies, prototyping, requirements engineering, design, development, implementation, operations and support;
- Thorough knowledge of developing Work Packages, project documentation, project plans and other required documentation on software development projects;

- Excellent knowledge and skills on the execution of the planning and delivery of software development projects, to the agreed timeline, scope and budget;
- Direct supervision and leadership of professional IT staff and consultants
- Vendor management experience;
- Overseeing the coordination and delivery of a portfolio of IT system development projects, and providing substantive guidance to IT Project Managers;
- Knowledge of analysing business requirements with non-technical users and the developing system/technical requirements for software developers;
- Knowledge of resource and financial management for projects and portfolios;
- Knowledge of documentation of complex business processes and creation of technical requirements for software developers;
- Expert knowledge in resource management to manage the unit resources and manage pools of resources that include external suppliers;
- Demonstrable Knowledge on Microsoft SharePoint, Dynamics CRM, Active Directory, .NET Framework and/or K2 Black Pearl;
- Demonstrable expert knowledge a recognised project management methodology such as PRINCE2;
- Demonstrable expert knowledge of portfolio management.

Advantage:
- Demonstrable Expert knowledge of program management.

Job related skills

Required:
- Excellent verbal and written communication skills in the English language;
- Excellent technical and non-technical writing skills;
- Ability to manage a portfolio of projects and deliver on time and budget;
- Ability to estimate team effort, delegate and track delivery of complex tasks ;
- Ability to document complex business processes and requirements for both technical and non-technical audiences;
- Ability to apply the concepts of materiality and risk-based testing ;
- Ability to define, implement and control processes with feedback and continuous improvement cycles;
- Sound analytical skills, mathematical skills and ability to solve critical problems
- Proven ability to plan, prioritize and deliver tasks on time and to produce quality results while meeting established goals;
- Ability to multi-task and work well under pressure;
- Ability to generate innovative, practical solutions to challenging situations;
- Ability to support complex negotiations;
- Effective participation in a team-based, information-sharing environment, through collaboration and cooperation with others.

What is the selection process

You may be invited for assessment of your technical/professional knowledge. If successful you may be invited for the final stage of the selection process, which consists of a competency based interview to assess the skills and aptitudes required to successfully perform the functions of the post. The following set of competencies for this particular post will be applied: Commitment to the United Nations, being accountable, being responsive to clients and partners, working with teams, delivering results, managing self, managing performance and developing people, leading and empowering others.

How to apply:

Candidates, whose qualifications and experience match what we are looking for, should use the on-line application system available at http://unfccc.int/secretariat/employment/recruitment.

Please note:
1. Qualified women candidates and candidates from developing countries are especially encouraged to apply.
2. Service is limited to the UNFCCC Secretariat.
3. We will confirm receipt of your application. However, only candidates under serious consideration and contacted for an interview will receive notice of the final outcome of the selection process.
4. Salary and allowances:
   US$ 69,032 to 76,358 (without dependents)
   US$ 74,130 to 82,193 (with dependents)
   (plus variable post adjustment, currently 24.9 % of net salary),
   plus other UN benefits as indicated in the link below:

   https://unfccc.int/secretariat/employment/conditions-of-employment.html