



Job Description – Junior Professional Officer

1. General Information

Title	Junior Professional Officer, DARTT Programme Officer
Office	ITU Headquarters
Location	Geneva, Switzerland
Duration of Assignment	Two years with possibility of extension

2. Supervision

2.1 Title of Supervisor: Head of the ITU Library and Archives Service, Programme Manager for DARTT

2.2 DARTT Programme Content and Methodology:

Objective:

To provide free or low cost online access to scientific literature in technology, telecommunications and computer science for researchers, scientists, students through a public-private partnership

Approach

Join the HINARI-AGORA-OARE programme –sponsored by Microsoft– in which UN (WHO, FAO, UNEP) and universities (Cornel, Yale) collaborate with world’s major publishers to provide access to STM literature for the poorest countries.

Scope

- Collaboration with premium scientific publishers in the domain of technology, ICT and engineering.
- Selection of eligible research institutions based on existing guidelines for institution types developed for HINARI-AGORA-OARE (Band1 and Band2)
- Join forces with international agencies, leading universities (EPFL Lausanne, University of Cambridge, MIT?), and funding bodies (Gates Foundation).
- Develop access portal within the Research4life framework
- Organize training in research literacy

Programme Partners

ITU (leading agency), STM publishers (provide digital content), EPFL (training) and Research4Life-Microsoft (technical platform and technical support on site)

At the beginning of the assignment, the JPO and the supervisor will discuss the objectives of the programme. After short initiation period, the JPO will gradually take up more responsibilities as defined below under “duties and responsibilities”. His/Her performance will be periodically reviewed, and regular advice will be provided by the supervisor in the different phases of the JPO’s work.

3. Objective of the Posting

The ITU’s JPO program is aimed at providing Junior professionals, usually under 35 years of age, with an opportunity to gain experience in the field of ICTs in relation to development and international cooperation through training and on-the-job experience especially contributing to the implementation of ITU’s programmes, projects and activities through the deployment of junior professionals. The incumbent will commit to respect the principles of the United Nations Charter and the participating UN organizations Mission Statements.

3.1 Duties and responsibilities

Under the supervision of the Head of the ITU Library and Archives and in close coordination with DARTT Programme partners (Microsoft, HINARI-AGORA-OARE, STM publishers), the incumbent will assist in developing and delivering the technical cooperation programme DARTT for eligible scientific, academic and technical training institutions in developing countries.

The incumbent assists and serves as a focal point for DARTT institutions and users.

Description of duties:

Under the supervision of the DARTT Programme Manager, the DARTT Programme Officer will

- Participate in the development of responsive, innovative, multilingual services, policies and procedures for DARTT user services/support and proactively respond to a large volume of referrals, questions and requests;
- Ensure accuracy and currency of DARTT database of registered institutions as well as the distribution of institutional login details required to access the authentication server.
- Participate in the management of the DARTT website content in English, French and Spanish, ensuring appropriate coordination of translations into all DARTT interface languages. Proactively interact with regional counterparts and specialized agencies for maintenance of other language versions of the DARTT website.
- Monitor the use of DARTT website and DARTT content and regularly retrieve usage data; maintain statistical reports from compiled usage data as well as gather, compile and disseminate information about DARTT and DARTT user experiences for the preparation of training, outreach services and promotional materials.
- Collaborate with DARTT sister programmes and collective partnerships in the areas of user support and overall programmes. Liaise with ITU regional offices, centers of excellence and headquarters’ programmes for appropriate coordination in user support, training and promotion.
- Participate in committees, working groups or special events, requiring input of expertise in the area of DARTT usage, user experiences and user needs.
- Prepare documentation, follow up all administrative processes with ITU regional offices, WHO, FAO, UNEP and WIPO partners, with STM publishers, with Microsoft.
- Coordinate work on the shared CRM platform

- Perform any other duties as assigned.

4. Qualifications and experience required

4.1. Qualifications: Advanced University degree (or equivalent) in library science or information management, information systems, computer science, information technology or relevant field, OR education in a reputed college of advanced education with a diploma of equivalent standard to that of a university degree in one of the above-mentioned fields.

4.2 Experience: Minimum of two years of working experience in library/information management would be an advantage.

4.3 Languages: written and spoken proficiency in at least one of the six official languages of UN, Arabic, Chinese English, French, Russian and Spanish; a good knowledge of a second official languages of UN will be an asset

4.4 Functional/Technical Knowledge/Skills:

- Deep understanding of the technologies and processes of online information provision and access as well as excellent knowledge of databases and internet related tools;
- Excellent information technology skills, including word-processing, database applications, SharePoint, SQL servers, HTML. presentation software, and use of Internet facilities;
- Excellent organizational skills an ability to make sound judgments and take decisions;
- Ability to think strategically; to express ideas clearly; to work independently and in teams; to demonstrate a sense of self-assuredness combined with cultural and gender sensitivity;
- A strong commitment to development; an interest in adapting to varied physical and professional environments; and a desire to work with people with different language, national and cultural backgrounds.