



General Secretariat (GS)

Geneva, 23 August 2024

E-mail: HRerecruit@itu.int

To the Director-General

Circular letter No. 24/47

Subject: **VACANCY NOTICE No. 1749P-2024/BR-IAP/EXTERNAL/P4 “Senior Software Engineer (validation & quality assurance)”**

Dear Madam, Dear Sir,

The post described in the Annex is to be filled at ITU Headquarters.

The relevant job description with the qualifications required, as well as all other useful information, is annexed hereto.

Administrations are requested to circulate vacancy notices to all potential sources of recruitment including universities, institutes, associations of engineers and the private sector as the case may be.

I would be grateful if Administrations would invite qualified candidates and especially women candidates to apply for the above position not later than 22/10/2024 on ITU career website:

[Senior Software Engineer \(validation & quality assurance\) \(itu.int\)](#)

The Plenipotentiary Conference adopted the Resolution 48 (Rev. Dubai 2018), affirming that: "...when filling vacant posts by international recruitment, in choosing between candidates who meet the qualification requirements for a post, preference shall be given to candidates from regions of the world which are under-represented in the staffing of the Union, taking into account the balance between female and male staff mandated by the United Nations common system;".

Yours faithfully,

Doreen Bogdan-Martin

Secretary-General

Annexes: **VACANCY NOTICE No. 1749P-2024/BR-IAP/EXTERNAL/P4 “Senior Software Engineer (validation & quality assurance)”**

Job Title: Senior Software Engineer (validation & quality assurance)

INTERNATIONAL TELECOMMUNICATION UNION

ITU is the leading United Nations agency for information and communication technologies, with the mission to connect the world.

To achieve this, ITU manages the radio-frequency spectrum and satellite orbits at the international level, works to improve communication infrastructure in the developing world, and establishes global standards that foster seamless interconnection of a vast range of communication systems.

Senior Software Engineer (validation & quality assurance)

Vacancy notice no: 1749

Sector: BR

Department: IAP

Country of contract: Switzerland

Duty station: Geneva

Position number: R23/P4/455

Grade: P4

Type of contract: Fixed-term

Duration of contract: 2 years with possibility of renewal

Recruitment open to: External

Application deadline (Midnight Geneva Time): 22 October 2024

ORGANIZATIONAL UNIT

The Radiocommunication Bureau (BR) is responsible for the application of the Radio Regulations and for technical and administrative support of ITU World and Regional Radiocommunication Conferences, Radiocommunication Assemblies and Study Groups. The Bureau also carries out the international regulatory processes for registration of frequency assignments and satellite orbits and assists administrations in their coordination and implementation of frequency spectrum and orbit requirements as well as in resolving cases of harmful interference. It provides the specialised technical secretariat for the work of the Radiocommunication Study Groups and the Radiocommunication Assembly in the development of recommendations for spectrum utilisation and radio system characteristics. The BR is organised into four Departments: Space Services Department, Terrestrial Services Department, Informatics, Administration and Publications Department and the Study Groups Department.

The Informatics, Administration and Publications Department (IAP) comprises of three Divisions: Space Applications Software (SAS), Terrestrial Applications Software (TAS) and Business Operations and Planning Division (BOP). The Department is responsible for the development and maintenance of software and related tools used by the BR as well as software adapted for national frequency management units, providing the necessary user support for the areas concerned. It carries out studies related to policies for the technologies to be used for the information and computational systems within the BR and with administrations in the fields of management of the radio frequency spectrum and the various satellite orbits. The Department is responsible for managing all aspects of the BR's operations, including the development of BR operational plans, organizational support of ITU-R conferences and meetings, BR project management processes and procedures, BR text editing and publications, as well as promotion and membership. The Department is also responsible for human resources management and planning for the BR.

ORGANIZATIONAL CONTEXT:

Under the supervision of the Head, Space Applications Software Division (SAS) in IAP. The role of this position is to provide specialised advice and to lead the design, implementation, and maintenance of Application and Database which involve coordination with users, other specialists and peers in other organizations.

DUTIES AND RESPONSIBILITIES

The incumbent performs the following duties:

- Assures the quality of Application and Database development by planning schedules and executing implementation work and systems tests, undertaking manual feature and integration testing, developing test automation artefacts, executing test suites, facilitating user acceptance testing, production deployment and developing testing/test automation training and documentation for developers and final users.

- Undertakes systems analysis, determining costs of development and eventual operations of the quality assurance system(s)/applications; prepares design specifications; may correct/review programs written by others. Identifies quality assurance development needs, makes recommendations to SSD management and undertakes the modifications necessary for the improvement of Application and Database development.
- Develops, implements and monitors standards and guidelines for the Organization in the domain of software quality control. Develops testing tools, recommends standards, templates, and new approaches and methodologies and provides specialist advice in testing/test automation. Evaluates the continued effectiveness, suitability, and performance of automated systems, technologies, etc., and prepares technical reports on performance.
- Participates in defining and resolving system integration problems (intra/interorganization). Directs/undertakes the preparation of complete systems documentation and user operating procedures. Provides technical support to developers and end users and ensures testing standards and procedures are followed and maintained.
- Prepares technical and user documentation for entire systems and interdependent applications; prepares training materials and detailed technical presentations; conducts courses for users. Develops and maintains effective client relationships and meets with engineers/consultants and other staff of SSD to propose/recommend new technologies and software.
- Determines the need and is responsible for testing, assessing and evaluating new quality assurance products and technologies, and advises on relevance and suitability; provides expertise and leadership on technological changes for the Organization; proposes strategies and plans for introducing technological changes and oversees implementation.
- Identifies the need for new quality assurance systems, conducting feasibility studies and translating industry best practices into systems and applications that can be integrated with existing systems/technology. Develops and provides training for developers and end users in use of the requirements management and issue tracking systems.
- Takes responsibility for the liaison with users in the quality assurance phase of software projects; provides technical guidance to others involved in the manual testing and test automation activities and ensures the resolution of problems to meet deadlines. Supervises staff performing manual testing and coding for automated testing.
- Performs other related duties as required.

CORE COMPETENCIES

Applying Expertise; Effective Communication; Learning and Knowledge Sharing; Organizational Commitment; Results-Focused, and; Teamwork and Collaboration.

FUNCTIONAL COMPETENCIES

Analysis, Judgement and Decision Making

Client and Service Orientation

Innovation and Facilitating Change

Leadership

Networking and Building Partnerships

Planning and Organising

Successful Management

TECHNICAL COMPETENCIES

- Knowledge of software verification and validation theory.
- Understanding of relevant business processes, operating strategies, policies and procedures within an international environment.
- Knowledge of web technologies and related developments. Familiarity with UI testing methodologies and programmes.

QUALIFICATIONS REQUIRED

Education:

Advanced university degree in computer science, information systems management or a related field OR education from a reputed college of advanced education with a diploma of equivalent standard to that of an advanced university degree in one of the fields above. For internal candidates, a first university degree in one of the fields above in combination with ten years of qualifying experience may be accepted in lieu of an advanced university degree for promotion or rotation purposes

Experience:

At least seven years of progressively responsible experience in software validation, including at least three at the international level. A Doctorate in a related field can be considered as a substitute for three years of working experience.

Experience in testing the latest web technologies, considering requirements for security, and for access by disabled persons. Experience in web application user interface and API testing automation using Selenium, SpecFlow, Cucumber, Gherkin or equivalent tools and frameworks.

Experience with requirements management and issue tracking systems such as Atlassian JIRA/Confluence. Web experience should include handling both Latin-based and non-Latin-based official UN languages, UNICODE and encoding related issues.

Languages:

Knowledge of one of the six official languages of the Union (Arabic, Chinese, English, French, Russian, Spanish) at advanced level and knowledge of a second official language at intermediate level. Knowledge of a third official language would be an advantage. (Under the provisions of Resolution No. 626 of the Council, a relaxation of the language requirements may be authorized in the case of candidates from developing countries: when candidates from such countries possess a thorough knowledge of one of the official languages of the Union, their applications may be taken into consideration).

BENEFITS AND ENTITLEMENTS

Salary:

Total annual salary consists of a net annual salary (net of taxes and before medical insurance and pension fund deductions) in US dollars and a post adjustment (PA) (cost of living allowance). The PA is variable and subject to change without notice in accordance with the rates as set within the UN Common System for salaries and allowances.

Annual salary from \$ 77,326 + post adjustment \$ 72,300

Other allowances and benefits subject to specific terms of appointment, please refer to:

https://jobs.itu.int/content/What-we-offer/?locale=en_US

INFORMATION ON RECRUITMENT PROCESS

Please note that all candidates must complete an on-line application and provide complete and accurate information. To apply, please visit the [ITU Careers](#) website. The evaluation of candidates is based on the criteria in the vacancy notice, and may include tests and/or assessments, as well as a competency-based interview. ITU uses communication technologies such as video or teleconference, e-mail correspondence, etc. for the assessment and evaluation of candidates. Please note that only selected candidates will be further contacted and candidates in the final selection step will be subject to reference checks based on the information provided. Messages originating from a non ITU e-mail account - @itu.int - should be disregarded. ITU does not charge a fee at any stage of the recruitment process.

ITU applies a zero-tolerance policy against all forms of harassment. ITU is committed to diversity and inclusion within its workforce, and encourages all candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons with disabilities, to apply to become a part of the organization. Achieving gender balance is a high priority for ITU.