



General Secretariat (GS)

Geneva, 20 January 2025

E-mail: HRerecruit@itu.int

To the Director-General

Circular letter No. 25/04

Subject: **VACANCY NOTICE No. 1885P-2025/TSB-SED/EXTERNAL/D1 “Chief, Strategic Engagement Department”**

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 19/03/2025 on ITU career website:

Chief, Strategic Engagement Department (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. 1885P-2025/TSB-SED/EXTERNAL/D1 “Chief, Strategic Engagement Department”**

Job Title: Chief, Strategic Engagement Department

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. ITU also organizes global Telecom events bringing together the most influential representatives of government and the private sector to exchange ideas and knowledge for the benefit of all.

Chief, Strategic Engagement Department

Vacancy notice no: 1885

Sector: TSB

Department: SED

Country of contract: Switzerland

Duty station: Geneva

Position number: ST04/D1/579

Grade: D1

Type of contract: Fixed-term

Duration of contract: 2 years with possibility of renewal

Recruitment open to: External

Application deadline (Midnight Geneva Time): 19 March 2025

ORGANIZATIONAL UNIT

The Telecommunication Standardization Bureau (TSB) fulfills the objectives of the Union relating to telecommunication standardization, by providing secretariat support to groups studying technical, operating and tariff questions and facilitating the adoption of Recommendations in these areas with a view to standardizing telecommunications and information technology on a global basis. In order to achieve these objectives, the Telecommunication Standardization Bureau works in accordance with the instructions of the World Telecommunication Standardization Assemblies (WTSA), Telecommunication Standardization Study Groups and the Telecommunication Standardization Advisory Group. TSB, headed by an elected Director, provides the technical, administrative and logistic support for the assemblies and for the meetings of the groups mentioned.

Within the Telecommunication Standardization Bureau (TSB), the Strategic Engagement Department (SED) is responsible with leading the Bureau's community engagement, marketing, and communications efforts, including pioneering "emerging technologies" initiatives like the annual AI for Good Global Summit, and utilizing innovative tactics for membership recruitment and business development to establish ITU-T as an agile, forward-looking, and innovative standardization platform. The Department is also responsible for the Bureau's, academic initiatives and the ITU Journal, a periodical dedicated to research topics in telecommunication and ICT.

ORGANIZATIONAL CONTEXT

The position reports directly to the Director of the TSB but works in close collaboration with the Deputy to the Director, the Chief, Strategic and Engagement Department (SED) serves as a leader and role model and takes ownership for all responsibilities and delivers outputs within prescribed time, cost and quality standards related to the mandate of the Strategic Engagement Department. The incumbent operates in compliance with organizational regulations and rules and takes responsibilities towards the successful achievement of delegated assignments.

DUTIES AND RESPONSIBILITIES

1. Lead and direct the Strategic Engagement Department (SED) activities, human resources, and financial resources of the Department, ensuring alignment with the TSB's overall strategic direction, compliance with organizational regulations and rules and assigned mandate; empower and build the team's capacity to enhance their commitment; and drive change to achieve the Department's objectives:
 - Supervise the Communications, Media Relations, Social Media, Digital Marketing and Web Development programmes related to the Bureau's work in close coordination with ITU's Corporate Communication Service.
 - Lead the Division responsible for crafting and executing comprehensive communication strategies to enhance the Bureau's visibility and brand recognition (e.g. WTSA, GSS, FNC, WSC, AI for Good, and other priority public-facing events and platforms), including promoting ITU-T study group outputs.
 - Generate media opportunities and foster partnerships.
 - Manage social media channels and digital marketing campaigns to engage with ITU-T's target audience effectively.
2. Direct, plan and oversee the membership, sponsorship, outreach and business development activities to position TSB as a future-oriented emerging telecommunications/ICT standards:
 - Lead the development and implementation of strategies to attract new members and retain existing ITU-T members.
 - Lead the strategy to attract and engage with new industry verticals and emerging telecommunications/ICT standards, positioning TSB as a future-oriented Bureau.
 - Cultivate relationships with potential sponsors and partners, negotiating agreements and sponsorship packages to support organizational goals.
 - Oversee business development efforts, identify opportunities for growth and partnership expansion.
 - Lead outreach initiatives to engage with stakeholders, including industry professionals, academia, governmental bodies, and youth to enhance collaboration. Supervise the ITU Journal and ITU-T Academia Programme.

DUTIES AND RESPONSIBILITIES (continuation)

3. As a core component of the overall strategic engagement strategy, direct, plan and lead major initiatives such as AI for Good. Work collaboratively with the other Bureaux and General Secretariat to enhance ITU's standardization standing and collaboration within the ICT industry, UN system, and standards community. Utilize these platforms to foster internal innovation, develop pathways for emerging standards, and strengthen ITU's thought leadership activities:
 - Coordinate AI and emerging telecommunications/ICT efforts with the General Secretariat to ensure that TSB and these initiatives are strategically aligned and leveraged across all Bureaus.
 - Lead AI for Good with its three pillars, the always online, all year-round platform, the annual in-person Global Summit and collaboration efforts under the impact initiative.
 - Design and implement the strategic framework of major initiatives such as AI for Good and ensure their alignment with the overall strategic direction of ITU.
 - Develop and implement the financial plan and budget for major initiatives such as AI for Good; identify opportunities to transfer learnings from AI for Good or related initiatives (on content, services, tools, AI-powered pilots, way of working, etc.) to other projects within ITU.
 - Engage in public speaking, representation and networking at senior executive level events and meetings inside and outside the UN system, in addition to serving as a media spokesperson.
4. Direct and oversee the preparation of communications, media and promotional materials to highlight the Bureau's activities and related initiatives for presentation at ITU conferences, meetings, forum activities, and publications, and for presentation to external technical and professional meetings, conferences and seminars; participate whenever possible in such activities in order to present TSB's work to a broad professional audience.
5. Participate in the preparation of the ITU/TSB budget related to the Strategic Engagement Department (SED); ensure that activities are carried out in compliance with the allocated budget.
6. Provide authoritative advice to the Director and the Deputy to the Director on matters within the scope of responsibility. Cooperate with the Chiefs of other TSB Departments ; participate in the TSB management committee and contribute to the TSB's strategy and policy.
7. Represent ITU-T at internal and external meetings and ensure that the TSB's interests are represented and considered.
8. Perform other related duties as assigned.

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

- Ability to identify key strategic issues, opportunities and risks and to formulate and take responsive initiatives.
- Reliability and commitment to timely delivery of high-quality outputs to achieve ITU-T goals.
- Ability to build, motivate and lead teams to achieve effective collaboration and teamwork.
- Ability to work in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity.
- Political and diplomatic skills to liaise, negotiate and manage relationships with key TSB stakeholders.
- Ability to identify key strategic issues, opportunities and risks and to formulate and take responsive initiatives.
- Proficiency in relevant office computer, web and AI applications.
- Awareness and understanding of ITU-T rules and procedures, its meeting activities and its products would be an advantage.

QUALIFICATIONS REQUIRED

Education:

Advanced university degree in business management, international business 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 twenty years of qualifying experience may be accepted in lieu of an advanced university degree for promotion or rotation purposes.

Experience:

At least fifteen years of progressively responsible experience in various telecommunication fields and emerging technologies such as AI, including at least seven at the international level. A Doctorate in a related field can be considered as a substitute for three years of working experience.

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 \$ 106,023 + post adjustment \$ 95,315

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

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 [career](#) 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.