



General Secretariat (GS)

Geneva, 1 December 2025

E-mail: HRerecruit@itu.int

To the Director-General

Circular letter No. 25/55

Subject: **VACANCY NOTICE No.2220P-2025/BDT-PPS/EXTERNAL/P5 "Head, Capacity & Digital Skills Development Division"**

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 02/02/2026 on ITU career website:

Head, Capacity & Digital Skills Development Division

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. 2220P-2025/BDT-PPS/EXTERNAL/P5 "Head, Capacity & Digital Skills Development Division"**

Job Title: Head, Capacity & Digital Skills Development Division

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.

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.

Head, Capacity & Digital Skills Development Division

Vacancy notice no: 2220

Sector: BDT

Department: PPS

Country of contract: Switzerland

Duty station: Geneva

Position number: TD56/P5/346

Grade: P5

Type of contract: Fixed-term

Duration of contract: 2 years with possibility of renewal

Recruitment open to: External

Application deadline (Midnight Geneva Time): 2 February 2026

ORGANIZATIONAL UNIT

The Telecommunication Development Bureau (BDT) is responsible for the organization and coordination of the work of the Telecommunication Development Sector of the Union. BDT deals mainly with development policies, strategies, programming, projects, as well as technical cooperation activities to enable and foster universal access to affordable, high-quality and secure telecommunications/ICTs and Foster equitable and inclusive use of telecommunications/ICTs to empower people and societies for sustainable development. To effectively and efficiently serve the needs of Member States, BDT is organized into four functional areas:

- Operations Coordination Department (Office of the Deputy to the Director) (DDR)
- Projects, Partnerships & Digital Skills Department (PPS)
- Digital Networks & Environment Department (DNE)
- Digital Knowledge Society Department (DKS)

To be successful, BDT must create clear and simple mechanisms to develop partnerships with donors, foundations, and the private sector, and coordinate the delivery of these resources to meet the needs of Member States. The Projects, Partnerships & Digital Skill Department (PPS) provides a forum for Member States to collaborate in our Study Groups. To create the necessary synergy, resource mobilization and project design are combined in this department. The Department is responsible for the strategic planning that will properly position the BDT to accomplish its organizational goals and objectives, fostering partnerships and mobilizing resources. As well, it provides expertise in the areas ICT capacity and digital skills development, essential activity to help

to close the Digital Divide. It also undertakes initiatives and activities in the framework of the WTDC Plan of Action and strengthen relations with the ITU-D membership.

ORGANIZATIONAL CONTEXT

Under the supervision of the Chief, Projects, Partnerships and Digital Skills (PPS) Department, the Head of Capacity and Digital Skills Development (CSD) Division leads the team and provides authoritative expertise for all assigned responsibilities to ensure the delivery of the Division outputs within prescribed time, cost and quality standards. The Head of the Division also fosters a collaborative spirit and cooperation to achieve results. He/She operates in compliance with organizational regulations and rules and is responsible for the successful achievement of the delegated assignments.

DUTIES AND RESPONSIBILITIES

The incumbent will:

- Lead and manage the Division, including its staff and financial resources; set objectives and priorities; determine budgetary requirements; and provide strategic guidance on the goals, direction and planning of the Division's work, ensuring the successful implementation and monitoring of initiatives, programmes and projects.
- Define the capacity and digital skills development policies and strategies to be followed when providing assistance to ITU memberships, and when preparing related work programmes, including the long-term plan of the Division's activities covering the period between World Telecommunication Development Conferences, as well as annual plans, in close coordination with the Regional Offices and the other BDT teams.
- Continuously monitor the latest capacity and skills development aspects related to digital transformation, including digital skills policy and strategy, as well as the latest technologies to be applied in capacity development initiatives. Define strategies to assist developing countries in their capacity and skills development efforts to adapt to a changing digital environment, in close collaboration with the Group on Capacity Building Initiatives and other partners.
- Manage the implementation of the Division's capacity development activities, including the development and effective delivery of training to ITU membership, in collaboration with various stakeholders, partners and other Divisions/Services and Bureaux (TSB, BR). This includes working with ITU-D study groups, the ITU Academy Training Centres programme and the Digital Transformation Centres Initiative under the ITU Academy framework, ensuring the development of a coordinated and harmonized approach to capacity development across ITU.
- Plan, coordinate, supervise and organize national, regional and international capacity development meetings, symposia, seminars, and workshops, bringing together all relevant stakeholders. Support and participate in the World Telecommunication Development Conferences as well as meetings organized by the Union and other organizations dealing with capacity and skills development.
- Supervise and contribute to the elaboration, maintenance and follow-up of standards, toolkits and guidelines related to capacity and skills development. Oversee the development of the Division's research, publications and databases, as well as the dissemination of information through the ITU Academy website and/or printed materials.
- Serve as the facilitator of the BDT capacity development thematic priority, ensuring effective synergies and impact when planning and implementing actions, initiatives, and projects related to capacity and skills development, including those carried out by the ITU Regional and Area offices.
- Develop and promote partnerships with national, regional and international organizations, as well as with the private sector, academia and development agencies and mobilize resources to ensure the effective implementation of capacity building and skills development.
- 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 initiate and maintain good working relationships with officials at all levels.
- Extensive knowledge of telecommunication/ICT sector policy, regulatory frameworks, and economic reforms.
- Knowledge of distance learning (e-learning) applications and contemporary pedagogical theory and practice.
- Excellent research and analytical skills, with the ability to document problems, assess their impact and mitigate issues in a clear and concise manner.
- Excellent communication skills, both oral and written, including evidence of publications and good presentation skills.
- Resourcefulness, initiative, maturity of judgment and negotiating skills. Tact, diplomacy and the ability to work effectively with officials at all levels and from diverse national, cultural and disciplinary backgrounds.
- Proven ability to lead the identification, formulation, implementation and evaluation of programmes and development projects.
- Knowledge and understanding of relevant UN organizational structures, business processes, policies and procedures could be an advantage.

QUALIFICATIONS REQUIRED

Education:

Advanced university degree in telecommunications/ICTs, human resources management, education or a related field OR education in 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 fifteen years of qualifying experience may be accepted in lieu of an advanced university degree for promotion or rotation purposes.

Experience:

At least ten years of progressively responsible experience in a telecommunication organization including five years at the international level.

Experience in the field of capacity and skills development is essential.

Experience and knowledge of the conditions prevailing in the developing world and of technical cooperation activities.

Experience in allied fields, including the planning and organization of telecommunication/ICT training centres, schools and courses, etc., would be an advantage.

Project management experience would be an advantage.

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 set within the UN Common System for salaries and allowances.

Annual salary from \$ 101,540 + post adjustment \$ 82,654

Other allowances and benefits subject to specific terms of appointment, please refer to: [What we offer](#)

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.