



General Secretariat (GS)

Geneva, 27 July 2026

E-mail: HRerecruit@itu.int

To the Director-General

Circular letter No. 26/34

Subject: **VACANCY NOTICE No. 2385P-2026/BDT-PPS/EXTERNAL/P3 "Capacity and Skills Development Officer"**

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 28/09/2026 on ITU career website:

[Capacity and Skills Development Officer](#)

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. 2385P-2026/BDT-PPS/EXTERNAL/P3 "Capacity and Skills Development Officer"**

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Job Title: Capacity and Skills Development Officer

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 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.

Capacity and Skills Development Officer

Vacancy notice no: 2385

Sector: BDT

Department: PPS

Country of contract: Switzerland

Duty station: Geneva

Position number: TD56/P3/351

Grade: P3

Type of contract: Fixed-term

Duration of contract: 2 years with possibility of renewal

Recruitment open to: External

Application deadline (Midnight Geneva Time): 28 September 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 of 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 direction of the Head, Capacity & Digital Skills Development Division, the role of the post is to facilitate the implementation of the BDTs' training development and delivery programmes, ensuring alignment with the requirement of ITU Member States, and to provide technical guidance on capacity and skills development strategies to internal and external stakeholders.

DUTIES AND RESPONSIBILITIES

1. Formulates and implements training development and delivery in support of capacity and digital skills development for the ITU membership.
2. Provides necessary support for the implementation and smooth operation of the ITU Academy Training Centres (ATCs), previously called Centers of Excellence. Coordinates closely with ITU Regional Offices in the implementation and monitoring of the ATC programme and in the updating and implementation of the strategic, operational and financial plans for existing and/or future ATCs, ensuring a coherent, harmonised and standardized approach across the programme.
3. Designs and develops training materials as well as quality assurance and monitoring standards for courses delivered through the ITU Academy. In this regard, collaborates closely with other BDT departments and divisions, as well as other ITU bureaux, and coordinates the work of experts developing the materials to ensure the highest standards of quality and accreditation of the programmes.
4. Liaises with academia and other stakeholders on partnership possibilities with ITU in the field of capacity development, including members of the Group on Capacity Building Initiative (GCBI). Contributes to the planning and preparation of global events and meetings for key stakeholders and participates in internal and external digital skills development meetings, forums and task forces as and when required.
5. Analyses the range of capacity and digital skills development solutions in the ICT sector and identifies priorities and challenges for human capacity development to provide informed advice and support to ITU members and training providers on new developments and proposes solutions that are appropriate to the needs of the ITU members as appropriate for the situation and time.
6. Provides coordinated training delivery operations and services for the ITU Academy Learning Management System (LMS) including the organization and management of core training resources and promotes their use internally in ITU across the three bureaux and by the ITU Academy Training (ATCs), Digital Transformation Centres (DTCs) and other ITU training and development partners.
7. Contributes to the write-up of papers, articles, brochures on human capacity development in general and digital skills development in particular and coordinates the development of CDS publications in this regard.
8. Provides guidance to junior staff members, general service staff and interns in the division.
9. Performs any 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
 Networking and Building Partnerships
 Planning and Organising

TECHNICAL COMPETENCIES

- Ability to establish priorities and to plan, coordinate the work of others.
- Ability to communicate complex concepts orally and to prepare written material in a clear, concise and meaningful manner.
- Ability to draft, script and finalize training materials and resources for ITU training interventions, precise and analytical reports and project proposals.
- Ability to review content specific work, apply first level editorial treatment to the documents and facilitate

publication of the materials.

- Ability to use training development and delivery technologies (e.g., Moodle, Blackboard, Captivate, Articulate Storyline...etc) is required.
- Required knowledge of content management systems (e.g., Joomla, Drupal).
- Knowledge of qualifications evaluation processes and application of commonly used credit systems (e.g ECTS, US-SHCS) or application of a national qualification system to evaluate training programmes.
- Ability to guide junior staff and supervise the work of interns and determine acceptable performance in line with set objectives.

QUALIFICATIONS REQUIRED

Education:

Advanced university degree in the field of education, social sciences, human resources management, training and development, business administration 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 seven years of qualifying experience may be accepted in lieu of an advanced university degree for promotion or rotation purposes.

Experience:

At least five years of progressively responsible experience in human capacity building, training, and/or learning and development activities, including at least two at the international level. A Doctorate in a related field can be considered as a substitute for two years of working experience. Experience in the implementation of training and/or capacity development projects or activities in the field of ICT. Experience with the conditions prevailing in the developing world and the technical cooperation activities. Experience with Learning Management Systems, e-learning practices and on-line collaboration techniques using advanced communication technologies.

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 **\$ 71,335** + post adjustment **\$ 61,919**

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.