



Job Description – Junior Professional Officer

1. General Information

Title	Junior Professional Officer, Information Technology
Office	ITU Regional Office for the Americas and the Caribbean
Location	Brasilia, Brazil
Duration of Assignment	Two years with possibility of extension

2. Supervision

2.1 Title of Supervisor: Regional Director, ITU Regional Office for the Americas and the Caribbean

2.2 Content and Methodology: At the beginning of the assignment, the JPO and the supervisor will discuss the general work of the ITU and its activities in the region. After short initiation period, including security briefing, 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. The final evaluation will be carried out by the Regional Director, ITU Regional Office for the Americas and the Caribbean.

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. This is achieved 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 Regional Director for the Americas and the Caribbean and in close coordination with Senior Advisers of ITU Area Offices, as relevant, as appropriate, the incumbent will provide support for technical cooperation activities and/or projects assigned to him/her. In particular, the incumbent will undertake the following duties:

- Assess for each field office the quality of Internet service, status of IT facilities and equipment, software, intra-office connectivity as well as connectivity with Geneva and audio-visual facilities for audio-visual conferences;
- Provide technical support in relation to the acquisition or optimization of IT equipment and software

- Coordinate with the corresponding IT services at ITU Headquarters on matters related to field offices connectivity and accessibility to ITU internal pages, sharing this information with field staff and facilitating the use of communication tools such as GoToMeeting etc....
- Liaise with the corresponding services at ITU Headquarters for the local management and improvement of regional web page in accordance to with ITU rules with a view to providing ITU Membership high quality information related to ITU activities in the region
- Provide training to field staff on ITU systems or database to be used/adopted by ITU Headquarters, whenever necessary.
- Make recommendations to improve IT-related issues (connectivity, web page, hardware, software, communication tools, etc.) for the proper functioning of each field office.
- Propose an internal system of electronic management of documents for each field office.
- Perform any other tasks in his/her area of expertise assigned by the Head of the Regional Office.

4. Qualifications and experience required

4.1. Qualifications: Master's degree (or equivalent) in 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. An advanced university degree will be an advantage

4.2 Experience: Minimum of two years of working experience is highly desirable; experience in a developing country is considered as an asset;

4.3 Languages: written and spoken proficiency in at least one of the six official languages of ITU, 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:

- Excellent information technology skills, including word-processing, database applications, presentation software, and use of Internet and web pages creation facilities;
- 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;