



ICT Specialist – Solution Design

Job categories	IT
Vacancy code	VA/2020/B5011/20681
Level	ICS-10
Department/office	NYSC, SDC, UN Technology Support Services
Duty station	Home based
Contract type	International ICA
Contract level	IICA-2
Duration	Open-ended subject to organizational requirements, availability of funds and/or satisfactory performance
Application period	09-Nov-2020 to 23-Nov-2020

Applications to vacancies must be received before midnight Copenhagen time (CET) on the closing date of the announcement.

Background Information - Job-specific

Office of Information and Communications Technology (OICT) / Enterprise Application Centre-Asia (EAC-Asia)

In 2014 EAC-Asia was established to serve as Asia-Pacific hub to build enterprise applications for the United Nations Secretariat. The staff being located in New York, Valencia, and Bangkok, EAC-Asia oversees the development and maintenance of enterprise applications such as iNeed Customer Relationship Management system (iNeed), Electronic Fuel Management System 2 (eFMS-2), Electronic Contingency-Owned Equipment (eCOE), and Electronic Rations Management System (eRMS) among others.

Core enterprise application solutions have been built upon Siebel CRM public sector, Oracle-based identity management systems, JEE Spring Framework, PeopleSoft, SAP and Android/iPhone mobile platforms.

The position is home-based. This is a position in UNOPS for supporting projects carried out for the United Nations Secretariat and located in the United Nations Enterprise Application Centre: Asia (EAC-Asia). The incumbent of this position will be a consultant of UNOPS under its full responsibility.

Functional Responsibilities

With the direction of the project manager, the incumbent is expected to undertake the following duties:

- Define detailed requirements for improving processes and systems, reducing their costs, enhancing their sustainability, and the quantification of potential business benefits.
- Analyse business processes, including recognition of the potential for automation of the processes, assess costs and potential benefits of the new approaches considered and, where appropriate, manage change, and assist with implementation.
- Work towards the retention of compatibility with enterprise and solution architectures, and the adhere to corporate standards within constraints of cost, security and sustainability.
- Perform feasibility studies, systems analyses, design, development and implementation of new moderately complex systems and/or participate as a member of a development team responsible for key components of complex systems such as customer relationship management or enterprise resource planning.
- Develop detailed system specifications and other functional specifications and user documentation for key systems.
- Provide specialized advice to users, analyze their needs and translate them into new applications; identify problems in integrating and linking application systems.
- Organize and carry out unitary and integrated tests, design and use test bases; assist users in acceptance tests.
- Develop training materials, operating and operating manuals; train staff in assigned systems.
- Conduct research, analysis and evaluation of new technologies and make recommendations for their deployment.
- Perform other related duties as may be reasonably required and in line with the incumbent's scope of services above.

In addition, the incumbent will:

- Take responsibility for investigative work to determine business requirements and specify effective business processes, through improvements in information systems, information management, practices, procedures, and organisation change;

- Select the most appropriate means of representing business requirements in the context of a specific change initiative;
- Drive the requirements elicitation process where necessary, identifying what stakeholder input is required;
- Set local or team-based standards for programming tools and techniques, advises on their application and ensures compliance;
- Contribute as a full member of cross-functional teams to provide innovative user experiences for existing and new product offerings;
- Work and collaborate effectively with the IT and business teams in a highly agile environment where innovation is valued;
- Participate in testing and acceptance processes;
- Observe defined methodology and standards.

Monitoring and Progress Controls

- Timely resolution of issues with high rate of business clients' satisfaction
- On time delivery of high-quality software with less defects introduced in the production environment
- Timely delivery of properly configured modules aligned with the specifications, quality, and deadlines
- Provision and updates of quality assurance standard operating manual

Education/Experience/Language requirements

*** FEMALE CANDIDATES ARE STRONGLY ENCOURAGED TO APPLY**

*** CANDIDATES WITH NO UNITED NATIONS OR UNOPS EXPERIENCE ARE STRONGLY ENCOURAGED TO APPLY**

Education

- A Bachelor's degree in computer science, information management, mathematics, economy, business administration or related field is required.
- Advanced university degree (Master's degree or equivalent) in computer science, information systems, mathematics, statistics or related field is highly desirable and may substitute for some of the required years of experience.

Work Experience

Required:

- Minimum 7 years of progressively responsible experience in CRM development with at least one full life cycle Agile Scrum, Dynamics or Siebel CRM implementation is required.
- Minimum of 5 years of experience in business analysis in an international environment is required.
- Experience with Siebel configuration, EAI, Workflows, Business Services is required.
- Hands on experience with Siebel Open UI development with HTML5 is required.

Desirable: (The following experience is optional. Candidates who do not have it are welcome to apply):

- Functional knowledge and experience with integration using EAI, VBC, web services, Seibel public sector and ERM services are highly desirable.
- Experience in cross-browser and cross-device responsive website development is highly desirable.

Language Requirements

- Fluency in English (write, read, speak) is required.
- Knowledge of another United Nations official language is an advantage.

Contract type, level and duration

Contract type: Individual Contractor Agreement (ICA)

Contract level: International Individual Contractor Agreement (I-ICA 2)

Contract duration: Open-ended (renewable subject to funds availability and satisfactory performance)

For more details about the ICA contractual modality, please follow this link:

<https://www.unops.org/english/Opportunities/job-opportunities/what-we-offer/Pages/Individual-Contractor-Agreements.aspx> (<https://www.unops.org/english/Opportunities/job-opportunities/what-we-offer/Pages/Individual-Contractor-Agreements.aspx>)

Competencies



Develops and implements sustainable business strategies, thinks long term and externally in order to positively shape the organization. Anticipates and perceives the impact and implications of future decisions and activities on other parts of the organization. **(for levels IICA-2, IICA-3, LICA Specialist- 10, LICA Specialist-11, NOC, NOD, P3, P4 and above)**



Treats all individuals with respect; responds sensitively to differences and encourages others to do the same. Upholds organizational and ethical norms. Maintains high standards of trustworthiness. Role model for diversity and inclusion.



Acts as a positive role model contributing to the team spirit. Collaborates and supports the development of others. **For people managers only:** Acts as positive leadership role model, motivates, directs and inspires others to succeed, utilizing appropriate leadership styles.



Demonstrates understanding of the impact of own role on all partners and always puts the end beneficiary first. Builds and maintains strong external relationships and is a competent partner for others (if relevant to the role).



Efficiently establishes an appropriate course of action for self and/or others to accomplish a goal. Actions lead to total task accomplishment through concern for quality in all areas. Sees opportunities and takes the initiative to act on them. Understands that responsible use of resources maximizes our impact on our beneficiaries.



Open to change and flexible in a fast paced environment. Effectively adapts own approach to suit changing circumstances or requirements. Reflects on experiences and modifies own behavior. Performance is consistent, even under pressure. Always pursues continuous improvements.



Evaluates data and courses of action to reach logical, pragmatic decisions. Takes an unbiased, rational approach with calculated risks. Applies innovation and creativity to problem-solving.



Expresses ideas or facts in a clear, concise and open manner. Communication indicates a consideration for the feelings and needs of others. Actively listens and proactively shares knowledge. Handles conflict effectively, by overcoming differences of opinion and finding common ground.

Additional Considerations

- Please note that the closing date is midnight Copenhagen time
- Applications received after the closing date will not be considered.
- Only those candidates that are short-listed for interviews will be notified.
- **Qualified female candidates are strongly encouraged to apply.**

- UNOPS seeks to reasonably accommodate candidates with special needs, upon request.
- Work life harmonization - UNOPS values its people and recognizes the importance of balancing professional and personal demands. We have a progressive policy on work-life harmonization and offer several flexible working options. This policy applies to UNOPS personnel on all contract types
- For staff positions only, UNOPS reserves the right to appoint a candidate at a lower level than the advertised level of the post
- For retainer contracts, you must complete a few Mandatory Courses (around 4 hours) in your own time, before providing services to UNOPS.
- The incumbent is responsible to abide by security policies, administrative instructions, plans and procedures of the UN Security Management System and that of UNOPS.

It is the policy of UNOPS to conduct background checks on all potential recruits/interns. Recruitment/internship in UNOPS is contingent on the results of such checks.

Background Information - UNOPS

UNOPS is an operational arm of the United Nations, supporting the successful implementation of its partners' peacebuilding, humanitarian and development projects around the world. Our mission is to help people build better lives and countries achieve sustainable development.

UNOPS areas of expertise cover infrastructure, procurement, project management, financial management and human resources.

Working with us

UNOPS offers short- and long-term work opportunities in diverse and challenging environments across the globe. We are looking for creative, results-focused professionals with skills in a range of disciplines.

Diversity

With over 4,000 UNOPS personnel and approximately 7,000 personnel recruited on behalf of UNOPS partners spread across 80 countries, our workforce represents a wide range of nationalities and cultures. We promote a balanced, diverse workforce — a strength that helps us better understand and address our partners' needs, and continually strive to improve our gender balance through initiatives and policies that encourage recruitment of qualified female candidates.

Work life harmonization

UNOPS values its people and recognizes the importance of balancing professional and personal demands.

Background Information: Sustainable Development Cluster(SDC)

Based in New York, the Sustainable Development Cluster (SDC) supports diverse partners with their peacebuilding, humanitarian and development operations.

The SDC's services include grants management, development and special initiatives support, and technology support to the UN and UN agencies.

The SDC is part of the New York Service Cluster that supports the United Nations Secretariat, as well as a broadening community of other New York-based United Nations organizations, bilateral and multilateral partners in the delivery of UNOPS mandate in project management, infrastructure management, and procurement management.

DISCLAIMER

The screening of your application will be conducted based on the information in your profile. Before applying, we strongly suggest that you review your [UNOPS Jobs profile](https://jobs.unops.org/pages/User/CreateProfile.aspx) (<https://jobs.unops.org/pages/User/CreateProfile.aspx>) to ensure completeness, especially the education and experience sections.

RELEVANT STORIES

- "UNOPS is a results-oriented organization – it therefore pushes me to perform at my best every day."

Mariacarmen Colitti

Senior Partnerships and Liaison Advisor

- "While the JPO programme was a learning experience for me, I was also able to share my own knowledge and skills with those I supervised later on."

Pierre Jullien

Director And Representative, Côte D'ivoire Operations Centre

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