

JOB DESCRIPTION

Junior Professional Officer, Digital markets and connectivity

Category / Staff Rules	Junior Professional Officer / P-2
Division / Section	Division of Enterprise Competitiveness and Institutions (DECI) / Sector and Enterprise Competitiveness (SEC)
Duty station	Geneva
Comments	1 Year with possible extension

ORGANISATIONAL CONTEXT AND ORGANISATIONAL SETTING

The International Trade Centre (ITC) assists developing and transition countries to take advantage of expanding trade and investment opportunities. ITC supports “Trade Impact for Good”, promoting sustainable and inclusive development through trade.

The Division of Enterprise Competitiveness and Institutions (DECI) works from an innovative and inclusive market-driven approach to enhance the competitiveness of MSMEs from developing countries and to connect them to international value chains and markets supported by strong business support organisations and institutional ecosystems. DECI contributes to enhancing exporters’ competitiveness and strengthening institutions.

The Sector and Enterprise Competitiveness (SEC) Section helps developing country MSMEs address the challenges around sustainable value-chain development, catalysing sector-wide transformation, and improving market linkages – including using new digital channels.

The goal of this job function is to contribute to the design and implementation of ITC’s strategic initiative, “Switch ON”. Switch ON, is centered on boosting small businesses in e-commerce and tech entrepreneurship, ensuring improved participation in the digital economy with consequent economic and social benefits.

Pilot work in Africa, and Zambia as a particular case study, shows how such integrated approaches can result in better impacts for the private sector and other stakeholders. The challenge in 2024 and in the following years is to grow this programme to different countries and contexts, and to seek the level of funding necessary to achieve ITC’s intended impact.

DUTIES AND RESPONSIBILITIES

Under the overall guidance of the Head, Digital Markets and Connectivity, and the direct supervision of the Adviser e-commerce, the Junior Professional Officer will:

- Research the challenges and opportunities for MSMEs to access connectivity and make useful usage of digital to develop their business in local and international markets: contribute to ITC thought leadership in the form of surveys and their analysis and developing cases studies
- Manage relationships with partners in the provision of connectivity services and related fields, such as payments and logistics
- Research and adapt training materials to the specific communities and countries which will be addressed by the Switch ON initiative

- Project manage the design and implementation of activities which deploy the “Switch ON” approach to other countries: develop concept notes for new projects, design new project proposals and contribute to project set up in the field, and reporting and monitoring activities
- Coordinate activities in the field with partners from other international organisations – in particular those with related activities in digital
- Liaise with colleagues in ITC – in areas covering related policy advisory, institutional capabilities and tech sector development – to ensure a coherent approach for ITC to deploy its connectivity programme (“Switch ON”)
- Track the use of related technologies (such as AI) and services (such as innovative social media and ecommerce platforms) and develop a special expertise in one or more of these domains, to update members of the team and ITC as a whole
- Perform any other related duties as required.

REQUIRED COMPETENCIES AND KNOWLEDGE

ITC’S VALUES are: Integrity, Professionalism, Respect for Diversity

ITC’S CORE COMPETENCIES are: Communication, Teamwork, Planning & Organizing, Accountability, Creativity, Client Orientation, Commitment to continuous learning, Technological awareness.

CRITICAL JOB-SPECIFIC COMPETENCIES

PROFESSIONALISM: Knowledge and understanding of theories, concepts and approaches relevant to global value chains. Ability to identify issues, analyze and participate in the resolution of issues/problems. Ability to conduct data collection using various methods. Conceptual analytical and evaluative skills to conduct independent research and analysis, including familiarity with and experience in the use of various research sources, including electronic sources on the internet, intranet and other databases. Ability to apply judgment in the context of assignments given, plan own work and manage conflicting priorities. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

CLIENT ORIENTATION: Considers all those to whom services are provided to be “clients” and seeks to see things from clients’ point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients’ needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients’ environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.

TEAMWORK: Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others’ ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

PLANNING AND ORGANIZING: Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

Mandatory knowledge and skills

- Knowledge of project management methodologies, tools and techniques
- Knowledge of small business development.

Desirable knowledge and skills

- Knowledge of e-commerce, digital marketing or digitalisation of small businesses.

REQUIRED QUALIFICATIONS

Education

Advanced university degree in business administration, economics, international trade, studies relating to digital communications with a business focus or related field.

Note: A first level university degree with a relevant combination of academic qualifications and professional experience may be accepted in lieu of the advanced university degree.

Experience

A minimum of two years of relevant professional experience in international trade, e-commerce or digital connectivity.

Experience of working with businesses or business support institutions in developing countries would be desirable.

Languages

Advanced knowledge of English required.

Knowledge of French, Spanish, Russian or Arabic would be an asset.

LEARNING ELEMENT

The Junior Professional Officer will be involved in:

- Implementing technical assistance projects which increase inclusive participation in digital trade including e-commerce, including organizing technical events market linkages, etc.
- Developing, consolidating and implementing new partnership approaches that involve beneficiaries, ecosystem stakeholders, and technology providers.
- Developing and implementing innovative solutions to deploy training and participation in e-commerce at scale.

Through the assignment, the Junior Professional Officer will:

- Gain knowledge to design, implement and monitor results of technical assistance projects.
- Participate in conferences and workshops related to e-commerce and connectivity project implementation, including in the field.
- Be exposed to networks of beneficiaries, partner institutions such as WTO, WISIS, UNCTAD and UNDP in the UN system as well as private sector partners with whom ITC collaborates such as NOVICA, Payoneer, Microsoft, Canva, and others.
- Interact directly with individuals and teams across all ITC Divisions, Sections and teams.

On completion of the assignment, the Junior Professional Officer is expected to

- Have gained sound experience in developing, implementing and monitoring of technical assistance projects in developing countries.
- Have acquired a clear understanding of how MSMEs can contribute effectively to achieving the SDGs and how technical assistance can help them in doing so.
- Acquire or expand field level hands-on experience in the implementation of technical assistance projects, including collaboration with partners in the country and the target market.
- Fully understand the complexity and necessity of a partnership to support the digitalisation of small businesses.
- Be able to develop coherent technical assistance reports that suffice the requirements of beneficiaries, donors and partners.

BACKGROUND INFORMATION

The JPO will work with the Digital markets and connectivity team that is composed of a group of multicultural and diverse professionals who are passionate about results-oriented, market-led technical assistance to bring innovative solutions for connectivity and digital trade to disadvantaged communities – such as those in rural or remote areas, with limited access or ability to pay for connectivity, thus substantially contributing to achieving the SDGs.

The JPO will work directly with the Head of ITC's Digital Markets and Connectivity team, supporting the development and implementation of technical assistance projects that incorporate the SDGs.

The ITC digital Moonshot 'Switch ON initiative' aims to increase the scale and reach of our digital initiatives on e-commerce and tech. This means prioritizing investments in connectivity and a conducive business environment – through hands-on skills training and information sharing, policy reform and key partnerships – so small businesses in developing and least developed countries can profit from digital trade.

The JPO will be involved in projects implemented by the Digital Markets and Connectivity team in countries in most regions of the world.

**CONTRIBUTION TO GLOBAL GOALS FOR SUSTAINABLE DEVELOPMENT
(SDGs)**

For more information: <http://www.intracen.org/itc/goals/Global-Goals-for-Sustainable-Development/>