



July 2023

Title: Digital Innovation and Entrepreneurship Development Officer
Bureau/Dept/Unit: BDT/DNS/DGS
Supervision: Senior Coordinator Digital Innovation Ecosystems
Duration: 2 years
Location: ITU Headquarters – Geneva, Switzerland
Grade: **P2**

ITU is the United Nations specialized agency for information and communication technologies – ICTs.

We allocate global radio spectrum and satellite orbits, develop the technical standards that ensure networks and technologies seamlessly interconnect, and strive to improve access to ICTs to underserved communities worldwide.

ITU is committed to connecting all the world's people – wherever they live and whatever their means. Through our work, we protect and support everyone's fundamental right to communicate.

Today, ICTs underpin everything we do. They help manage and control emergency services, water supplies, power networks and food distribution chains. They support health care, education, government services, financial markets, transportation systems, e-commerce platforms and environmental management. And they allow people to communicate with colleagues, friends and family anytime, and almost anywhere.

With the help of our global membership, ITU brings the benefits of modern communication technologies to people everywhere in an efficient, safe, easy and affordable manner.

ITU membership reads like a Who's Who of the ICT sector. We are unique among UN agencies in having both public and private sector membership. So, in addition to our 193 Member States, ITU membership includes ICT regulators, many leading academic institutions and some 700 tech companies.

In an increasingly interconnected world, ITU is the single global organization embracing all players in this dynamic and fast-growing sector.

The JPO would be based in ITU HQ in Geneva, Switzerland, an international and exciting city that host more than 190 international organizations. Geneva host more than two thirds of all UN activities and

is visited by nearly 3000 heads of states or similar officials every year. It is a great opportunity to be based at the heart of the diplomatic world and meet people from across the globe.

A. Organizational Unit:

The Telecommunication Development Bureau (BDT) is responsible for the organization and coordination of the work of the Telecommunication Development Sector (ITU-D) of the Union which deals mainly with ICT-focused development policies, strategies and programmes, as well as technical cooperation activities, to promote digital inclusion and drive digital transformation at community, country and regional levels. To serve the needs of ITU members effectively and efficiently, BDT is organized into four functional areas:

- Office of the Deputy to the Director and Field Operations Coordination Department
- Partnerships for Digital Development Department
- Digital Networks & Society Department
- Digital Knowledge Hub Department

The Digital Networks & Society Department (DNS) is responsible for BDT activities in the areas of spectrum management, network development, cybersecurity and emergency telecommunications. This department is also responsible for supporting ITU Member States in their transition to digital societies by providing tools and guidelines to address environmental challenges (in particular, climate change and e-waste), and for promoting innovation, ICT applications/services, digital inclusion, and ecosystems, with the goal to 'leave no one behind'.

B. Organizational context

BDT continues to respond to significant unmet needs of ITU Membership in innovation, as articulated in the Kigali Action Plan adopted at the World Telecommunication Development Conference 2022 (WTDC-22) and the Outcomes of the ITU Plenipotentiary Conference 2022 (PP-22).

BDT helps countries with policy assessment, capacity building as well as the development of projects. Through technical assistance and the development of concrete initiatives at the country level, BDT seeks to help countries build critical local enablers to lead in the changing digital environment.

To achieve this, BDT has launched a new initiative, the innovation and entrepreneurship alliance for digital development, to accelerate the achievement of the ITU-D priority “digital transformation” and corresponding outcomes:

1. Strengthened capacity of the ITU membership to integrate telecommunication/ICT innovation and digitalization in their national development agendas and to develop strategies to promote innovation initiatives, including through public, private and public-private partnerships.
2. Enhanced human and institutional capacity of the ITU membership in telecommunications/ICTs to foster digital transformation.

The Initiative will enable transformational projects, strengthen countries' capabilities to integrate ICT innovation into national development agendas, and build human and institutional capabilities to foster digital innovation and entrepreneurship for national, regional and global impact through new partnerships and new mechanisms using a whole-of-ecosystem approach.

This initiative is also aligned to the regional initiatives for innovation which exist for every region.

The JPO will report to the Senior Coordinator for Digital Innovation Ecosystem and become a member of a dynamic team consisting of programme officers, consultants, and interns. The JPO will support the Innovation and Entrepreneurship Alliance Secretariat (Webpage <https://www.itu.int/itu-d/sites/innovation-alliance/>), its activities and initiatives, as well as other related innovation activities (webpage <https://www.itu.int/itu-d/sites/innovation/>)

C. Duties, responsibilities and key results expected:

Under the direction and supervision of the Senior Coordinator Digital Innovation Ecosystems, the Junior Professional Officer will:

Promote and Support Digital Innovation and the development of Innovation Ecosystems through supporting activities undertaken in this area by the innovation team:

- Conduct research and evaluation of ICT centric innovation policies and programs in support of Sustainable Development Goals.
- Support the development human centric tools and toolkits nurturing vibrant ICT centric ecosystems and promoting an internal innovation agenda.
- Assist and conduct workshops and trainings leveraging design thinking and creativity methodologies.
- Produce briefings, content and background reports, blogs, communication collaterals.
- Support best practices identification and sharing across the membership.
- Support relevant innovation events such as the Global Innovation Forum

Promote and Support the Innovation and Entrepreneurship Alliance for Digital Development through work in the Alliance Secretariat and the Digital Transformation Lab:

- Support the co-creation activities conducted in the Digital Transformation Lab or for the development of network of centers.
- Conduct analysis and research to achieve the strategic objectives of the Alliance.
- Support the preparation of stakeholder consultations for the development of e-waste policies in ITU Member States, including working with many different ministries at the national level.
- Help coordinate and follow-up activities with Alliance Members.
- Support knowledge and best practice sharing for the Alliance, including at events such as the Global and Regional Innovation Forum.
- Support coordination of the Alliance Boards, its meetings, and the expert groups.

D. Work relations and contact:

- The JPO will be part of the HQ team, which communicates and collaborates with colleagues at Regional and Area Offices, particularly innovation focal points.

- The JPO will have the opportunity to engage with members of the Alliance and engage with key partners.
- The JPO will have the opportunity to assist with stakeholder engagement through the work with Member States in support of development of innovation ecosystems, including with governments, private sector, academics, entrepreneurs, entrepreneurial support networks, and financiers.

E. Competencies

Core Competencies: Applying Expertise; Effective Communication; Learning and Knowledge Sharing; Organizational Commitment; Results-Focused, and; Teamwork and Collaboration.

Essential 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 ☐

Essential Technical Competencies (*Examples of technical competencies are knowledge of regulatory frameworks, ERP or project management methodologies, etc.*):

- Communications-related work experience, in telecommunication and research.
- Experience of working internationally or in a multicultural environment.
- Understanding of creativity methodology, and design thinking.
- Interpersonal and verbal communication skills.
- Familiarity with multi-disciplinary research.
- Writing, copy editing and proofreading skills.
- Organizational and project management skills.

F. Qualifications required:

1. Education:

University degree in a branch of ICTs/telecommunications, business, international policy, innovation, entrepreneurship, sustainable development, innovation management, climate change or a related 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 fields above.

2. Work experience:

At least three years of progressively responsible experience in the field of the post. Previous experience in the field of innovation, entrepreneurship, or digital transformation activities in developing countries would be an advantage. An advance degree in a related field can be considered as a substitute for one year of working experience. A Doctorate in a related field can be considered as a substitute for two years of working experience.

G. Languages:

While fluency in English is required, knowledge of French and/or Spanish would be an advantage due to current work activities in Latin America and Africa.

H. Training and Learning Elements:

The candidate will acquire excellent knowledge and experience of:

- Gain experience in policy and programme design fostering ICT centric Innovation and entrepreneurship.
- Gain an in-depth understanding of the work of the UN specialized agency for ICTs in digital transformation.
- Gain experience in innovation research, ability to organize research output, and develop appropriate reports as well as communicating them.
- Conduct evidence-based assessment, development of bankable projects, and monitoring of implementation frameworks on innovation.
- Develop platforms to share knowledge, tools, and best practices that engage stakeholders in digital transforming of their communities.
- Event organization and stakeholder engagement in an international setting.
- ICTs for development, including how to bridge the digital innovation divide and accelerate achievement of the SDGs.

The post holder will be attached to a direct supervisor who will provide learning opportunities by the following means:

- Mentoring and knowledge sharing.
- On-the-job training and continuous feedback on work.
- Access to internal training opportunities, including online and through [ITU Academy](#).
- Participating in a variety of ITU meetings, workshops and conferences.
- Reading ITU reports, studies, and materials.
- Overall management and administration of activities in an internal environment.

I. Additional information regarding the post *(Additional space for comments that have not been mentioned in the above sections, if any.)*