



July 2023

Title: Junior Professional Officer – Junior Programme Analyst  
Bureau/Dept/Unit: GS / SPM / WSIS&SDG  
Supervision: Gitanjali Sah / Strategy and Policy Coordinator  
Duration: 2 years (with option for renewal)  
Location: ITU Headquarter – 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're 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 General Secretariat directs administrative, human and financial resources and activities of the Union, including the implementation of the provisions of the administrative regulations on operational questions, the dissemination of information on telecommunication/ICT matters for operational and other purposes, and the provision of legal advice to the whole of the Union. The General Secretariat coordinates the implementation of the Strategic Plan, monitors the telecommunication/ICT environment and recommends as needed action relating to the Union's future policies and strategy. The General Secretariat ensures inter-sectoral coordination and cooperation to advance a whole of ITU approach (One-ITU) in headquarters and the field. The General Secretariat provides logistical and information technology support to the Union's activities including conferences and global forums; the coordination of the work of the Union with the United Nations system, and other international organizations; and the engagement of the Member States, Sector Members, and Academia. The General Secretariat manages corporate governance, and strategic communications and relations with the media, different stakeholder groups as well as the general public.

Within the General Secretariat, the Strategic Planning and Membership Department (SPM) advises the Secretary-General on strategic challenges and their implications for the Union in the fast evolving telecommunications/ICT environment; develops forward-looking strategic proposals to the ITU management team with a view to ensuring that the organization meets the objectives assigned by the membership; plans and coordinates the corporate and strategic activities with a view to ensuring their accordance with membership objectives; organizes and provides secretariat services to the Plenipotentiary Conference, Council, and other meetings in the general secretariat in order to achieve a high level of involvement from Member States and Sector Members, develops and maintains sound relations with Member States, Sector Members and other entities, the UN and other international organizations. The Department is also responsible for providing expert advice on communication and promotion strategies and for developing and implementing the Union's corporate communication plan in cooperation with the three Sectors with a view to promoting ITU leadership in the field of telecommunications and ICT.

#### **B. Organizational context:** (Describe the organizational setting of the post and the purpose of the post as well as any supervision given or received)

The WSIS&SDG coordination is a part of the Strategic Planning and Membership (SPM) department. It acts as the Secretariat for the World Summit on the Information Society process and 2030 Agenda for Sustainable Development, and the United Nations Group on the Information Society. Besides evaluation of the implementation of the WSIS process outcomes, the team provides substantive support to the Secretary-General on multistakeholder collaboration, supports, facilitates, and monitors voluntary commitments forged in support of social, economic, environmental, and cultural exchanges announced at various international sustainable development conferences. These include the annual WSIS Forum, CSTD, HLPF, UNGA, UN Regional Commissions, and other WSIS and SDG related meetings and events.

International Telecommunication Union • Place des Nations, CH-1211 Geneva 20, Switzerland  
Tel: +41 22 730 5111 • Fax: +41 22 733 7256 •  
E-mail: [itumail@itu.int](mailto:itumail@itu.int) • [www.itu.int](http://www.itu.int) •

**C. Duties, responsibilities and key results expected:** *(will be evaluated by Classification Officer)*

Under the supervision of Strategy and Policy Coordinator, the Junior Professional Officer will:

- Provide policy advice and analytical support on the implementation of the UN's 2030 Agenda for Sustainable Development and on the World Summit on the Information Society.
- Contribute to the planning, coordination and monitoring of ITU's work programme related to SDGs and WSIS.
- Support coordination of the ITU's roadmap and Action Plan on the implementation of the WSIS+20 review and its linkages with other global development processes, including 2030 Agenda and the Global Digital Compact.
- Assist in raising awareness of ITU's contribution to the SDG and WSIS processes.
- Support meeting and events planning and coordination, including preparing written contributions and making presentations.
- Support grassroots outreach through digital inclusion activities, particularly for gender mainstreaming, intergenerational dialogue, support to least developed countries.
- Assists in related matters and carries out any other duties that may be assigned by the supervisor.

**D. Work relations and contact** *(Describe the level of contacts by title (colleagues, collaborators, suppliers, clients, media, major donors), the skill used in developing and maintaining the contacts (such as to exchange information, persuade, advocate, build alliances, make commitments for the Organization or represent service or ITU) as well the purpose behind and the frequency of contacts)*

Under the supervision of the Strategy and Policy Coordinator, the incumbent will work closely on all tasks and activities with other colleagues in the team, while undertaking a supervising role of interns delegated. Collaborate and coordinate with other internal colleagues involved in the implementation of WSIS and SDG processes, including the Strategic and Membership Department, and ITU's focal point for WSIS Action Lines. Work closely with external WSIS and SDG stakeholders fostering partnerships and raising awareness.

**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.):*

- Ability to organize and coordinate tasks multiple tasks and projects simultaneously and effectively.
- Proficiency in overseeing projects from start to finish with an emphasis on efficiency.
- Skill in collaborating with diverse teams in a dynamic work setting.
- Capacity to thrive within a fast-paced work environment.
- Exceptional verbal and written communication abilities.
- Ability to leverage and quickly learn technical skills (related to CRM, Microsoft apps)
- Ability to work in multicultural environment, and to interact with high-level stakeholders.

## **F. Qualifications required**

### **1. Education:**

University degree in international development, communications, social sciences, law, or economics or a related field OR education from 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.

### **2. Work experience:**

At least three years of experience in the field of the post. Previous experience in communications or project management is an asset.

### **3. 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.)

## **G. Training and Learning Elements:**

The candidate will acquire excellent knowledge and experience of:

- United Nations development processes and events, including WSIS, SDG, GDC, UNGA
- Digital cooperation and transformation
- Project Management

Learning will be structured and will take place through participation in ITU meetings and/or workshops, by studying ITU reports, surveys, studies or activities related processes, by mentoring and on-the-job training.

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

- Regular communication and meetings
- Knowledge and information exchange
- Networking support.

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