



July 2023

Title: Junior Professional Officer – **Junior Digital Sales Officer**  
Bureau/Dept/Unit: FRMD / Sales of ITU Publications  
Supervision: Dale Madsen / Head of Unit  
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 all the administrative and financial aspects of the Union's activities, including the implementation of the provisions of the administrative regulations on operational questions, the dissemination of information on telecommunication matters for operational and other purposes, the provision of legal advice to the Bureau of the Union and the departments of the General Secretariat, logistic support to the Union's activities including conferences, the coordination of the work of the Union with other international organizations, the dissemination of information to the Member States and Sector Members, press, corporate and individual users of telecommunications and the general public. The General Secretariat is also responsible for the organization of world telecommunication exhibitions and forums.

Within the General Secretariat, the Financial Resources Management Department (FRMD) advises the Secretary General on financial resources management, accounting issues and procurement. It manages ITU's financial resources ensuring consistency with ITU strategies, policies, regulations and rules as well as UN Common System policies. It also ensures sound and balanced financial management of the Union; provides support and strategic advice on financial, budgetary and procurement matters, with a goal to strengthen ITU's financial system.

**B. Organizational context:** (Describe the organizational setting of the post and the purpose of the post as well as any supervision given or received) - Within ITU's Financial Resources Management Department, the Sales of ITU Publications unit coordinates the quotations, sales, invoicing and distribution of ITU Publications and provides customer service and assistance to individual clients as well as to ITU's 70+ official global reseller network. Revenues from the sales of ITU Maritime Publications in particular generate an average of 15m CHF annually. In today's rapidly evolving environment however, content delivery is shifting from physical products (CDs, books) to digital access only.

Under the direction and supervision of the Head, Sales of ITU Publications, the purpose of this post is to engage a junior professional with the appropriate academic training and acquired skill sets to ensure a beneficial coordination between the authors of ITU Publications, the internal production teams, and ITU's technical experts, as well as with the global network of external Resellers of ITU Publications, towards implementing digital solutions that will guarantee continued healthy revenue streams for the union, and a seamless transition for ITU Publications into the digital age.

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

Under the supervision of Head, Sales of ITU Publications, the Junior Professional Officer will:

- Canvass the business requirements of all 70 official ITU Maritime Resellers for all aspects of ordering, purchasing and uploading ITU's digital content for their unique platforms and onward forwarding to 3<sup>rd</sup> parties/end-users;
- Represent FRMD/Sales in the internal project team, collaborating with the authors of maritime products (Bureau of Radiocommunications) for content formats/update matters, and with ITU technical teams, including Telecommunication Standardization Bureau (for DOI

matters), Informational Services for the coordination of invoicing in ERP as well as with ITU's Conferences & Publications for the secure delivery of regularly updated digital content/keys to Resellers;

- Ensure the design, development and implementation of new webpages in coordination with the ITU's relevant technical teams (IS/C&P) for all ITU Publications, considering new e-commerce systems;
- Coordinate efficient tracking and analysis tools of new workflows, and the appropriate user manuals for the eventual training of ITU Sales staff.
- May be asked to perform additional duties.

**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)*

Contacts/title	Skills/Purpose	Frequency
FRMD Sales colleagues	Exchange information, learn, train;	Daily
Other-ITU staff, collaborators	Exchange information, persuade, collaborate;	Daily/Weekly
External ITU Resellers	Advocate, build alliances, represent ITU;	Weekly/Monthly

## 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.):*

SAP/ERP, e-commerce, project management and work flow methodologies.

## F. Qualifications required

### 1. Education:

University degree in business, e-commerce, project management or organizational management, or a related field.

## **2. Work experience:**

At least three years of progressively responsible experience in the field of the post. Previous experience in digital sales, digital marketing, and/or e-commerce management/development.

## **3. Languages:**

Excellent knowledge of English and intermediate level of a second official language.

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

The candidate will acquire excellent knowledge and experience of:

- ERP/SAP;
- Current best practices in e-commerce, preferably ERP/SAP compatible;
- 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/coaching/on-the-job training

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

- Direct tutorship from head of unit
- Direct supervision from head of unit

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