



Title: Junior Professional Officer – Junior Business Data Analyst  
Bureau/Dept/Unit: Secretary-General's Office (SGO)/Executive Office  
Supervision: Vaggelis IGGLESIS / Chief of Staff  
Duration: 2 years  
Location: 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's Liaison Office to the United Nations in New York, United States. The United Nations in New York is home to the UN Secretary-General, UN Secretariat, UN General Assembly and UN Security Council. Standing on the eastern shore of Manhattan Island, on the banks of New York City's East River, United Nations Headquarters is both a symbol of peace and a beacon of hope. To its 18 acres come representatives of the earth's eight billion people, to discuss and decide issues of peace, justice and economic and social wellbeing. In recent years, digital technology issues are increasingly on the UN agenda.

#### **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 Bureaux 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.

#### **B. Organizational context:**

The position is in the Executive Office of the Secretary-General and Deputy Secretary-General.

#### **C. Duties, responsibilities and key results expected:**

Under the general supervision of the Chief of Staff, Executive Office and the day-to-day supervision of the Business Intelligence Specialist, the Junior Business Data Analyst will carry out the following duties:

- Support analysis efforts to help managers identify ways to improve organizational efficiency, competitiveness, and cost-effectiveness.
- Undertake research to identify opportunities to improve resource optimization.
- Assess the performance and reach of ITU activities to help understand which products should be scaled, streamlined, outsourced, or phased out.
- Provide support in the analysis of operations and identify measures to improve the overall return on investment (ROI) in terms of the impact value created compared with the cost to ITU (money, resources and staff effort).
- Analyze the utilization of human, financial and other resources to measure productivity and cost-effectiveness within ITU.
- Contribute to presentations of analysis results and actionable recommendations to senior leadership and stakeholders.
- Undertake additional duties as required by the supervisor.

## D. Work relations and contact

The incumbent provides executive support to the Secretary-General and Deputy Secretary-General. Works in a diverse multicultural environment. Based in the Executive Office, the incumbent also works closely with the Strategic Planning Division.

## 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

Advanced skills in data visualization with Power BI; Strong skills in relational database analysis and data modelling.

Knowledge of data visualization tools, preferably Power BI.

Knowledge of relational data modelling and analysis.

Knowledge of business systems and functions such as HR, Finance and Client Relations Management.

## F. Qualifications required

### 1. Education:

University degree in business administration, computer science, international relations or related field OR education from 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 data analysis and visualization and/or business intelligence. An advanced degree in a related field can be considered as a substitute for one year of working experience. A doctorate in related fields can be considered as a substitute for two years of working experience.

### 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:

- Data and business analytics
- Digital cooperation
- 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.)*

NA