



July 2023

Title:	Digital Innovation and Transformation Officer (Europe)
Bureau/Dept/Unit:	BDT/DDR/ITU Office for Europe
Supervision:	Head of the ITU Office for Europe
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 and 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 hosts 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 effectively and efficiently serve the needs of ITU members, 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 office of the Deputy to the Director and Field Operations Coordination Department is responsible for advising and supporting the Director on the direction and management of the Bureau. It is also responsible for leading all matters related to personnel, strategic, financial and operational planning and reporting processes. The department oversees the work of the Regional Offices, ensuring proper delegation of authority and accountability of the Regional Offices. This department coordinates the holding of BDT conferences and events, monitors the implementation of decisions emanating from the World Telecommunication Development Conference (WTDC), the Telecommunication Development Advisory Group (TDAG) or Council, and cooperates closely with the other Sectors of the Union and the General Secretariat on matters of relevance to BDT and the overall work of the Union. BDT Regional Directors report to this department.

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 ITU Office for Europe, located at the ITU Headquarters, facilitates the Union's work with its membership from 46 Member States, serving as a channel for disseminating information on activities, developing closer ties with regional and sub regional organizations, as well as executing and following up on projects (including ones related to the regional initiatives), providing technical assistance to countries in special need and many more in line with the requests of ITU. A significant part of the work of the Office is dedicated to the implementation of the five ITU Regional Initiatives for Europe adopted by the World Telecommunication Development Conference 2022.

The JPO will be part of the ITU Office for Europe team and will work to accelerate digital development in the Europe region, addressing the innovation gap at the heart of the digital divide. The officer will contribute to the creation of an enabling environment for digital innovation and entrepreneurship across sectors and will support the implementation of the WSIS Action Lines, the 2030 Agenda for Sustainable Development, and achieving Goal 4

of the Connect 2030 Agenda and the EUR Regional Initiative 5 on Digital Innovation Ecosystems of the WTDC-22 Final Report.

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

Under the supervision of the Head of the ITU Office for Europe, the Junior Professional Officer will provide support in the implementation of the activities related to the *Digital Innovation Ecosystems*. This includes:

- Support and conduct comprehensive research in the field of digital innovation ecosystems, contributing to the development of digital innovation profile drafts and preparing research papers, briefs, working documents, and presentations. This will also involve understanding systemic issues hindering digital transformation in the region and facilitating the development of appropriate policies, programs, resources, and know-how for digital change-makers in the region.
- Assist in the preparation and execution of the DIP national stakeholder's kick-off event, three national co-creation sessions, a national review, and other regional or national meetings/workshops/seminars related to the ITU Regional Initiative for Europe. This encompasses preparation of meeting documentation, assistance during coordination meetings, preparation of summaries, and representing the ITU Office for Europe at relevant expert meetings, workshops, symposiums, and conferences.
- Provide support in implementing engagement strategies aimed at European stakeholders interested in partnering on the ITU Regional Initiatives for Europe, focusing on Innovation in particular. This also involves fostering collaboration between stakeholders to deliver impact-driven initiatives for national development priorities.
- Participate in the elaboration of project proposals that align with the expected results of the ITU Regional Initiatives for Europe.
- Facilitate the implementation of effective communication campaigns on social media related to the ITU Regional Initiatives, with particular focus on and perform any other tasks delegated by the Head of ITU Office for Europe.
- Represent ITU Office for Europe at relevant expert meetings, workshops, symposiums, and conferences.
- Perform any other tasks delegated by the Head of ITU Office for Europe.

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)*

The Junior Professional Officer will be expected to interact internally at all levels possible as well as externally the operational level of the ITU Membership and other stakeholders engaged in the work ITU as well as the implementation of the ITU Regional Initiatives for Europe. This may include Managers, Directors, Vice Presidents. The JPO is required to possess strong communication skills allowing them to engage with ITU Memberships as well as other stakeholders relevant to the activities of the Office, potentially to become ITU Members in the future. The JPO needs to demonstrate significant ability of maintaining contacts, exchange information, persuade, advocate, build alliances, and, upon clearance by the supervisor, to make commitments for the Organization or represent ITU.

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 :

- Understanding of the ICTs and innovation especially with regards to development trends, challenges and opportunities in ITU Europe region;
- Knowledge of EU structures as well as other relevant organizations and stakeholders dealing with ICTs and innovation in Europe region;
- Good knowledge in the field of digital innovation ecosystems
- Ability to conduct research as well as drafting and editing publications / official documents;
- Microsoft Word, Excel, Power Point and ability of learning new software applications;
- Social media (Twitter, LinkedIn, Facebook etc.) and collaborative tools.

F. Qualifications required:

1. Education:

University degree in public policy, telecommunications, ICTs and innovation or economics/management or a related field OR education in 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 progressively responsible experience in the field of the post. 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. Previous exposure participating in international events related to information society topics. Previous experience in interacting with diverse stakeholders at the level of the Europe region.

3. Languages:

Fluency in English is required. Good knowledge of Europe Region and EU structures would be of advantage.

G. Training and Learning Elements:

The candidate will acquire excellent knowledge and experience of:

- Project and program management;
- Building multi-stakeholder partnerships;
- Cooperation at regional and international level;
- Enhanced knowledge in field of digital skills and digital inclusion;
- Understanding of the UN development system, including WSIS and SDG processes and ITU's contribution to the achievement of SDGs.

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. Learning process will be gradually strengthened by entrusted management functions of concrete activities leading towards generation of an concrete results (e.g. workshop, study, report, presentation, project) that will further strengthen technical competencies of incumbent.

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

- Establishment of concrete milestones in the capacity development during the contract, that includes identification of a set of envisaged results further strengthening competencies of the incumbent;

- Regular direct coaching sessions addressing daily work, activities of the Office, regional context and strategic planning of actions aiming at strengthening leadership if ITU in the Region;
- Participation in the internal and external meetings relevant to the areas of actions of incumbent, including bilateral debrief sessions with learning take aways;
- Contributing to the ITU meetings and meetings of other stakeholders with the possibility of making presentations/statements, elaborated in a close collaboration with the supervisor;

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