TERMS OF REFERENCE

Junior Professional Officers (JPO)

Please indicate if this ToR supersedes a previously submitted ToR: No

I. General Information:

Title: Associate Artificial Intelligence Officer

Sector of Assignment: Information Technology

Country: Jordan

Location (city): Amman

Agency: United Nations Relief and Work Agency for Palestine Refugees (UNRWA)

II. Supervision:

Name of Supervisor: Raed Taha

Title of Supervisor: Head of Enterprise Architecture and AI Unit

Content and methodology of supervision:

Regular weekly meetings with Head of AI Officer to discuss progress against the agreed workplan and objectives. The supervisors will provide mentoring, career development advice, and allocate responsibilities tailored to individual strengths and interests. Each officer will be empowered to perform their duties with a high degree of autonomy, collaborating with minimal supervision. Results and status updates will be provided regularly through reports and presentations.

III. Duties, Responsibilities and Output Expectations:

First Year:

    i.   Requirements Gathering and Analysis – 30% per officer

        a.   Engage with stakeholders to understand business needs and elicit requirements using various techniques (workshops, interviews, etc.).
        b.   b. Collaborate with other officers to create feasible AI-driven solutions.

    ii.   Solution Design and Development – 50% per officer

        a.   Develop system models, process diagrams, and algorithms for AI solutions.
        b.   Participate in Proof of Concept (POC) development and work with AI tools and platforms.
        c.   Collaborate with cross-functional teams for complete solution implementation.
        d.   Conduct testing, validation, and integration of AI models.

    iii.   Support and Documentation – 20% per officer

        a.   Prepare deployment strategies and release plans for AI solutions.
        b.   Document AI algorithms, models, and systems for knowledge sharing.
        c.   Provide support during the early stages of AI solution implementation.

Second Year:

    iv.   Project Management – 30% per officer

            a. Manage individual AI-related projects, defining goals, justifications, and timelines.
            b. Oversee resource allocation and coordinate with the team on delivering project milestones.
            c. Create detailed project plans and monitor execution across multiple work streams.

    v.   Advanced Solution Development –50% per officer

            a. Offer guidance during advanced stages of AI system development.
            b. Ensure AI models meet performance and quality benchmarks.
            c. Collaborate on incorporating cutting-edge AI technologies.

    vi.   Stakeholder Management – 20% per officer

            a. Provide regular status reports to stakeholders, outlining key deliverables and risks.
            b. Lead discussions on project iterations and manage expectations during delivery phases.
            c. Implement change management strategies to ensure smooth adoption of AI systems.

IV. Qualifications and Experience:

Education (only Master's degree or equivalent):

An advanced university degree (Master's Degree or equivalent) from an accredited educational institution in Software Engineering, Software Architecture, Computer Science, Information Systems, or related disciplines.

Key Competencies of the assignment:

Key Competencies:
    a.   Proficiency in English, both written and spoken.
    b.   Strong communication and interpersonal skills, capable of effective collaboration.
    c.   High degree of initiative and ability to manage multiple AI projects simultaneously.
    d.   Ability to handle confidential data responsibly and with integrity.
    e.   Experience with Python, TensorFlow, or other AI programming frameworks.
    f.   Knowledge of machine learning algorithms, data analysis, and cloud computing.

Desirable Qualifications:
    a.   Familiarity with cloud platforms such as Azure Cloud.
    b.   Experience with AI model deployment and optimization.
    c.   Knowledge of agile methodologies in AI development.

V. Learning Expectations:

Upon completion of the assignment, the JPO will have / be able to…

Upon completion of the assignment, the Associate AI Officers will:
    a.   Gain hands-on experience in designing, developing, and deploying AI solutions for real-world business problems.
    b.   Enhance technical skills in AI frameworks, tools, and methodologies.
    c.   Develop project management capabilities by handling complex AI projects from concept to deployment.
    d.   Experience working in a dynamic international organization, contributing to humanitarian initiatives supporting Palestinian refugees in education, healthcare, and social services.

VI. Background Information:

The Digital Impact, Technology and Innovation Department (DITID) is a strategic enabler for UNRWA programmes and supporting departments. It is mandated to provide information management and technological solutions to enable the programmes and departments to achieve

their strategic and operational objectives.

DITID works closely with the Agency's programmes and departments in the Fields and Headquarters and through the provision of high-quality IT solutions, the Agency is able to facilitate assistance provision to its Palestinian Refugee population. Using processes and tools defined by DITID, the Agency is able to streamline its daily operations, provide data that informs operational management and increases transparency and accountability with internal and external stakeholders.

DITID currently has over 80 staff members in Headquarters in Amman and another 70 or so working in UNRWA's field offices in five other locations: Gaza, Jerusalem, Damascus, Amman and Beirut. The Agency boasts of the largest national staff population totalling to 30,000 staff members Agency-wide. Headquarters Amman currently has over 50 international staff members.

The Associate AI Officers will contribute to projects supporting the development of AI-based systems within UNRWA's information in DITID. They will work alongside Application Development team, collaborating on innovative solutions for education, health, and relief services.

VII. Information About Living Conditions at the Duty Station:

The Hashemite Kingdom of Jordan is strategically located in the Middle East covering a diversity of landscapes. Jordan is bound by Syria to the north, Iraq to the northeast, Saudi Arabia to the east and south, the Red Sea to the south and Israel and the Palestinian National Authority to the west. The weather in Jordan is not too extreme. Summer is dry, with temperatures regularly reaching 35°C. The winter is colder with temperatures often dropping slightly below freezing.

Amman, the capital, is a peaceful city with over four million residents. People are friendly to visitors. Services in terms of banking, transportation, health and communications are easily available. Though Arabic is the official language, English is widely spoken among the majority of the population, especially in Amman. Road network is good both in terms of spread and quality of the roads. Public transportation in Amman is limited. Taxis are relatively cheap and easily available. There are several shopping malls, restaurants, gyms, and cinemas. A large variety of accommodation options can be found; however, internationals tend to live in certain neighbourhoods in which services and amenities are often found. It is worth noting that prices in Amman have generally increase in the past few years.

While the region experiences instability, Jordan remains without specific security threats. According to the assessment of the UN Department of Safety & Security (UNDSS) Jordan is a family duty station (category A hardship). Amman is a very easy city in which to live; large, many amenities, very modern and serviced by an international airport with direct flights to most capital cities.

Approved by:

Name: Lukasz Cyra

Title: Deputy Director of DITID

Duty Station: UNRWA Headquarters Amman

Agency / Unit: Digital Impact, Technology, and Innovation Department (DITID)

Submitted by:

Name: Raed Taha

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Duty Station: UNRWA Headquarters Amman

Agency / Unit: Digital Impact, Technology, and Innovation Department (DITID)

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