August 2024

Title: Junior Professional Officer – **Junior Smart City and Metaverse Officer**
Bureau/Dept/Unit: TSB/ SGD
Supervision: Cristina Bueti/ Study Group Counsellor
Duration: 2 years (with option for renewal)
Location: ITU Headquarters – 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 Telecommunication Standardization Bureau (TSB) fulfills the objectives of the Union relating to telecommunication standardization, by providing secretariat support to groups studying technical, operating and tariff questions and facilitating the adoption of Recommendations in these areas with a view to standardizing telecommunications and information technology on a global basis. In order to achieve these objectives, the Telecommunication Standardization Bureau works in accordance with the instructions of the World Telecommunication Standardization Assemblies (WTSA), Telecommunication Standardization Study Groups and the Telecommunication Standardization Advisory Group. TSB, headed by an elected Director, provides the technical, administrative and logistic support for the assemblies and for the meetings of the groups mentioned.

The Study Groups Department (SGD) is responsible for facilitating, managing and supporting the work of the ITU-T study groups in the development of global telecommunication standards (ITU-T Recommendations) and other documents and databases related to standardization. It provides the counsel and secretariat for the Sector's study groups, focus groups and other ad hoc groups. Particular attention is given to "Bridging the Standardization Gap", i.e., to strengthen the participation of developing countries in the standards making process. The Department maintains close relations with the ITU Radiocommunication and Telecommunication Development Sectors and takes part in their work as required. Likewise, it cooperates with other global standards organizations such as ISO and IEC as well as recognized industry forums and consortia.

B. Organizational context:

The ITU Telecommunication Standardization Sector (ITU-T) has been conducting core standardization work relating to Internet of Things (IoT) and its applications, and smart sustainable cities and communities (SC&C). This includes studies relating to big data aspects of IoT and SC&C, digital services for SC&C, and digital transformation .

Under the supervision of the Counsellor of ITU-T Study Group 20 on "Internet of things (IoT) and smart cities and communities (SC&C)", and the guidance of the ITU Focal Point of Smart Sustainable Cities & Metaverse.

Typically, with normal ITU working hours except during meetings and assemblies when t may be required to work alternative hours and/or outside ITU headquarters.

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

Under the supervision of the Counsellor of ITU-T Study Group 20 on "Internet of things (IoT) and smart cities and communities (SC&C)"and the guidance of the ITU Focal Point of Smart Sustainable Cities & Metaverse, the Junior Professional Officer will:

- Research policy and technical issues to develop content of new reports and briefings.
- Draft and edit reports, documents; refining/adding executive summaries, concisely highlighting key findings as appropriate.

- Prepare presentations on digital transformation, metaverse, virtual worlds, citiverse and smart sustainable cities.
- Identify, propose and implement digital communications measures to improve the awareness of and promotion of metaverse, citiverse, virtual worlds and SSC-related events, helping obtain maximum visibility internally and externally; assess outcomes.
- Draft editorial and other relevant promotional content to promote outcome of/work of the United for Smart Sustainable Cities (U4SSC) Initiative, ITU-T Study Group 20 on "Internet of things (IoT) and smart cities and communities (SC&C)" and other SSC, metaverse and virtual worlds related work.
- Support the U4SSC secretariat.
- Support the Global Initaitive on Virtual Worlds and Citiverse secretariat.
- Research metaverse, citiverse, virtual worlds and digital transformation issues to develop content of new webpages on these topics, taking into account recent trends and developments within the ITU as well as outside the ITU.
- Support the development of the programme of the Digital Transformation Dialogues sessions.
- Contribute to the implementation of specific programmes, including the provision of relevant data input to support decision making.
- Follow up on processes with partners' organization within the United Nations, ITU Sector Members, Member States, Associate, Academia and other international organizations to ensure that action is taken for the approval and/or implementation of programmes.
- Support the organization of onsite/online events, webinars and fora, following up with national administrations, sector members, international organizations or other entities as required.
- Create compelling content to populate related web pages and other relevant social media channels (e.g. LinkedIn, twitter), including update ITU websites
- Assist with the social media presence with the aim of building increased awareness around SSC, metaverse, citiverse & virtual worldsrelated events and activities.
- Perform groundwork to build a "community" around work of the U4SSC, SG20 and Global Initiative on Virtual Worlds – Discovering the CitiVerse via email, LinkedIn, etc., with a view to highlighting the work areas of the U4SSC, Global Initiative on Virtual Worlds – Discovering the CitiVerse and SG20.
- Liaise with study group members and SSC and virtual worlds stakeholders in order to facilitate cross-sectorial collaboration and promote reports and other key material related to work areas of the metaverse, U4SSC, Global Initiative on Virtual Worlds – Discovering the CitiVerse, SG20 (and its regional groups) and other SSC, metaverse, citiverse and virtual worlds-related work.
- Develop proposals related to digital transformation in the context of smart sustainable cities, virtual worlds and metaverse.
- Perform other duties as required

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)*

TSB staff and other departments of ITU/ Bureaux as required. Delegates of SG20 and U4SSC initiatives

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.):*

Excellent computer skills (MS Office; PowerPoint; Adobe Photoshop and/or Adobe Premiere Pro an asset). Knowledge of ICT industry and tech media. Knowledge of both traditional and new media approaches. Knowledge of digital editorial content and promotional platforms. Knowledge of best practices related to effective modern digital communication. Familiarity with content analysis and industry measurement methodologies.

F. Qualifications required

1. Education:

University degree in smart cities, digital twin, engineering, international relations, political and social science, or a 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 the field of the post. Previous experience in business writing and promoting multi-stakeholder initiatives within an international setting would be an advantage.

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:
- SharePoint
- Word press
- Recommendation ITU-T A.1, ITU-T Working Methods
- Ad hoc training offered to ITU staff

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:
- Participating and contributing to the development of international standards through ITU-T SG20
- Participating and contributing to the work of United for Smart Sustainable Cities (U4SSC)
- Participating and contributing to the work of the Global Initiative on Virtual Worlds – Discovering the Citiverse.