



August 2024

Title: Junior Professional Officer – **Junior Digital Skills Officer**
Bureau/Dept/Unit: BDT/DKH/ Capacity and Digital Skills Development Division
Supervision: Head, Capacity and Skills Development Division
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 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 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 serve the needs of ITU members effectively and efficiently, 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 Digital Knowledge Hub Department is responsible for providing best practices and information to support the public policy decisions of ITU Member States. This department provides a platform for the members, as well as for external entities such as researchers, the private sector and other development agencies, to obtain critical information on digital trends, information society developments and digital skills. In addition to consolidating ITU's position as the recognized global source for regulatory information and ICT data, this department is responsible for the work of ITU-D Study Groups. Finally, this department provides capacity and digital skills building programmes.

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 Junior Professional Officer will work in the Capacity and Digital Skills Development Division (CSD) which aims to strengthen the skills of people in developing countries in view of the emergence of new technologies, and to bridge the digital skills divide. More specifically, the Division looks at how digital technologies are rapidly transforming the employment landscape across the globe and across sectors, increasingly requiring digital skills in virtually all workplaces. Governments, private sector, academia, civil society, and other key stakeholders need to ensure that job seekers and especially young people are equipped with the necessary digital skills to benefit from employment and entrepreneurship opportunities and to ensure an inclusive digital economy and society.

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

Under the supervision of the Head of the Capacity and Digital Skills Development Division (CSD), within the Digital Knowledge Hub Department (DKH), the Junior Professional Officer will:

- Carry out research and analysis on latest trends in emerging digital technologies and their impact on skills requirements and skills gaps for the digital economy, in developing countries.

- Identify new areas to support the ITU membership in expanding the digital skills and literacy of their people, in developing and least developed countries. In this regard, recommend and explore the current and future impact of national digital skills initiatives and programmes.
- Support the delivery of core digital skills programmes of the Division, in particular the Digital Transformation Centre (DTC) Initiative.
- Support the delivery of digital skills training courses through the ITU Academy platform, including through liaising with the ITU Academy Training Centres and other partners in capacity development, and support the production of high-quality training resources and materials.
- Contribute to the promotion of the ITU Academy initiatives as a capacity development tool for ITU, including the organization of related regional and global events to examine the impact of technology on skills in the digital era.
- Liaise with academic institutions, the private sector, and other suppliers of training on partnership possibilities with ITU in the delivery of capacity development activities.
- Contribute to the design, development, and implementation of projects in the field of digital skills development.

D. Work relations and contact

The JPO will interact on a regular basis with different stakeholders in the field of capacity and skills development, including colleagues in ITU Headquarters and Regional Offices, public and private sector partners, and focal points in the ITU Academy Training Centers and the Digital Transformation Centres. To this end, excellent communication skills are required to ensure effective information exchange and maintain partner and client relations.

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 Organizing ☐; Successful Management ☐

Essential Technical Competencies: Knowledge of working with an e-learning platform would be an advantage

F. Qualifications required

1. Education:

University degree in Development Studies, Social Science, Business Administration, Engineering or a related field.

2. Work experience:

At least three years of progressively responsible experience in the field of the post. Previous experience in the field of digital technologies, development cooperation or education would be an asset.

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 in the field of digital capacity development through benefitting from the following learning elements:

- Improved analysis, research, presentation and writing skills
- Broaden knowledge in digital development and the digital skills divide
- Management of an e-learning platform
- Experience in the preparation and implementation of projects and in the organization of international training workshops and events
- Drafting training material, project documents, reports, and research articles

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, and by gaining hands-on experience in working with a Learning Management System (LMS).

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

- Regular meetings and briefings
- Mentoring and coaching
- Hands-on training