



August 2024

Title: Junior Professional Officer - **Junior Policy and Regulatory Officer**  
Bureau/Dept/Unit: BDT/DKH/RME  
Supervision: Chief, a.i., DKH  
Duration: 2 years  
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 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 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 main purpose of the work of the Regulatory and Market Environment (RME) Division is to provide the tools for an effective policy, legal and regulatory environment for the ICT sector. Tasks include:

- Convening global and regional forums to discuss global trends in regulation for Sector Members and other national and international stakeholders, through organizing the Global Symposium for Regulators (GSR) as well as strategic dialogues and training on topical policy, legal, regulatory, as well as on economic and financial issues and market developments.
- Providing data, research and analysis and tools to support our members in defining, elaborating, implementing and reviewing transparent, coherent and forward-looking strategies, policy, legal and regulatory frameworks as well as in moving towards evidence-based decision-making.
- Providing knowledge exchange tools and platforms to enable inclusive dialogue and enhanced cooperation to help countries achieve a more inclusive information society and to raise national and regional awareness about the importance of an enabling environment.
- Providing direct assistance to countries and regions on an enabling environment for smart connected societies.

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

In the Regulatory and Market Environment Division (RME)/Digital Knowledge Hub (DKH) Department of the Telecommunication Development Bureau, and under the supervision of the RME Head of Division, the incumbent will contribute to the enhancement and promotion of policy and regulatory information, tools, guidelines and related activities to assist ITU-D members in developing policies and strategies that are appropriate to their regulatory situations and other ICT issues such as broadband, universal access, regulatory innovation, collaborative regulation, market analysis, etc.. The JPO will:

- Assist in researching latest data on regional and global regulatory and market trends in Digital regulation and provide input to and comments on RME studies and papers, on themes explored in the digital regulation papers and training materials and other RME reports and materials as may be required;
- Assist in designing and drafting case studies and background papers on different models or approaches undertaken in the reform process for BDT publications, speeches, background papers, etc.;
- Follow up, consolidate, verify and validate responses to the Regulatory and Tariff policies surveys, including: follow up and contact by email and phone the regulatory authorities/Administrations when clarifications are needed and also encourage those that didn't complete the surveys to do so, update the focal point contact database;
- Provide input and support on ITU-D Study Group questions where RME staff are focal points by assisting in preparing contributions using data from the Data hub, RME reports and other ITU publications;
- Assist in updating the Regulatory Tracker to incorporate responses to Surveys and assist in developing further the analysis;
- Maintain and expand RME's online resources and post relevant regulatory documents and news, develop and maintain active pages;
- Assist in preparation of DKH communications and marketing materials;
- Assist in the preparation for events to be organized by RME;
- Perform any other duties as requested.

**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 programme officer will report on a weekly basis to the supervisor on the progress made in fulfilling their duties. The junior programme officer will use their skills in developing and maintaining contacts with membership, in particular to:

- Assist in updating the Regulatory Tracker to incorporate responses to Surveys and assist in developing further the analysis;
- Maintain and expand RME's online resources and post relevant regulatory documents and news, develop and maintain active pages;
- Assist in preparation of DKH communications and marketing materials;
- Assist in the preparation for events to be organized by RME.

## 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.*):

- Ability to carry out research in the field of telecommunication and ICT policies, legislation and regulation, both at the national and international level.
- Knowledge of the use of the Internet search engines.
- Knowledge of the use of Microsoft Office tools.
- Very good written English; knowledge of another ITU official language is desirable.

## F. Qualifications required

University degree in telecommunications, law, economics, public policy, international relations or business administration.

### 1. Work experience:

At least three years of progressively responsible experience in the field of the post. Previous experience in digital policy and regulation, data and market analysis.

### 2. 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:

- Digital Policy, regulatory and market trends
- Data research and analysis to support members in defining, elaborating, implementing and reviewing transparent, coherent and forward-looking strategies, policy, legal and regulatory frameworks as well as in moving towards evidence-based decision-making.

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:

- Regular meetings
- Guidance on data research and analysis