Title:	Junior Professional Officer – Junior Digital Inclusion (Arab) Officer
Bureau/Dept/Unit:	BDT/DDR/ITU Office for Arab States
Supervision:	Rouda Al Amor Ali, Programme Officer
Duration:	2 years (with option for renewal)
Location:	Cairo – Egypt
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 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:

The ITU Office for the Arab States, located in Cairo, is facilitating Unions work with its membership from 22 Member States, serving as a channel for disseminating information on its 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. Significant part of work of the Office is dedicated to the implementation of five ITU Regional Initiatives for Arab region adopted by the World Telecommunication Development Conference (WTDC-22), including Regional Initiative on "Sustainable digital economy through digital transformation" that will be the primary focus of action of the JPO. This initiative aims, among others, to improve gender equality in all groups in the digital sector and beyond, leverage digital accessibility for persons with specific needs as a priority, and Empower youth with the aim of increasing their participation in the digital sector and beyond

JPO will be part of the team of the ITU Office for the Arab States and apart from the activities related to the implementation of the Regional Initiative, he/she will be entrusted with regular activities of the Office. Close supervision and coaching will be provided directly by the digital inclusion focal point in the office.

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

Under the regular supervision of the digital inclusion focal point in the ITU Office for the Arab States, the Junior Professional Officer will provide support to the implementation of the ITU Regional Initiative for Arab on Sustainable digital economy through digital transformation. This will include the following tasks:

- Conduct research in field of human capacity building, digital skills, and digital inclusion (digital accessibility, gender, youth, PWDs) aiming at mapping of ecosystems, identification of emerging trends, gaps and possible areas of high-impact intervention by ITU under the Regional Initiative.
- Draft background papers in field of human capacity development and digital inclusion for all target groups in Arab States and support the elaboration of publications, reports and presentations with effective visuals and charts.
- Support elaboration of bankable projects related to digital inclusion, including preparation of concept notes, project documentation, ecosystems mapping, gap analysis, building proposals of partnership consortia, identifying potential funding organizations and coordinating with the Member States and other stakeholders.
- Support the process of building Arab communities of experts, practitioners, implementers, and partners in field of human capacity development, digital skills and digital inclusion, while aiming at effective establishment and growth of multistakeholder partnerships, curation programmes, recognition schemas, regional contest/competitions.
- Support the organization of annual events, by contributing to designing agendas, identification of speakers, coordination of their contributions, ensuring timely production of outcomes and their dissemination, follow-up actions and logistics before, during and after each event.
- Contribute to the implementation of related communication strategies, including building effective marketing campaigns, administering social media tools and webpages, implementing engagement strategies.
- Participate, contribute, and represent ITU Office for the Arab States at the relevant expert meetings, workshops, symposiums, conferences as well as internal coordination mechanisms ensuring coherence of undertaken actions with all work streams of the Union in field of digital inclusion.
- Perform any other tasks delegated by the Head of ITU Office for the Arab States.

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)*

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 the Arab States. This may include the level up to Manager, Director, Vice Presidents. Incumbent is required to poses

strong communication skills allowing to keep engaged the ITU Membership as well as to engage other stakeholders relevant to the activities of the Office, potentially to become ITU Member in the future. Incumbent needs to demonstrate significant ability of maintaining the contacts exchange information, persuade, advocate, build alliances, 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 Organizing ☒; Successful Management

Essential Technical Competencies *(Examples of technical competencies are knowledge of regulatory frameworks, ERP or project management methodologies, etc.):*

- Understanding of the ICTs especially with regards to development trends, challenges, and opportunities in ITU Arab region.
- Knowledge of League of Arab States (LAS) structures as well as other relevant organizations and stakeholders dealing with ICTs in the Arab region.
- Good knowledge in in field of human capacity building and digital skills as well as digital inclusion, including digital accessibility, gender, youth.
- Ability in conducting research as well as drafting and editing publications / official documents.
- Microsoft Word, Excel, PowerPoint, and ability of learning new software applications.
- Social media (Twitter, LinkedIn, Facebook etc.) and collaborative tools.
- Microsoft Word, Excel, PowerPoint, and ability of learning new software applications.
- Social media and collaborative tools.

F. Qualifications required

1. Education:

University degree in public policy, telecommunications, ICTs 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 Arab region.

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:
- Project and programme management.
- Building multi-stakeholder partnerships.
- Cooperation at regional and international level.
- Enhanced knowledge infield 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 a 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.)*

Fluency in English is required. Knowledge of Arabic or French Language would be of advantage. Good knowledge of the Arab Region and LAS structures would be of advantage.