



Post Title: **Head, Information and Communication Technology (ICT)**
Domain: Information and Communication Technology Unit
Post Number: 1ITSC 0816TP
Grade: P-4
Organizational Unit: International Centre for Theoretical Physics (ICTP)
Primary Location: Trieste, Italy
Recruitment open to: Internal and external candidates
Type of contract: Fixed-Term
Deadline (midnight, Paris time): **10 June 2022**

DEADLINE EXTENDED

UNESCO Core Values: Commitment to the Organization, Integrity, Respect for Diversity, Professionalism

OVERVIEW OF THE FUNCTIONS OF THE POST

Founded in 1964 by the late Nobel Laureate Abdus Salam and located in Trieste (Italy), the Abdus Salam International Centre for Theoretical Physics (ICTP) seeks to accomplish its mandate by providing scientists from developing countries with the continuing education and skills that they need to enjoy long and productive careers.

Under the supervision of the Senior Operations Officer, the incumbent will direct the ongoing work of the Information and Communication Technology (ICT) Unit. Essential responsibilities include:

- Lead the workforce of approximately 25 staff with grade levels ranging from G-3 to P-3, including 5 direct reports leading the functional areas within the Unit. Plan and allocate work assignments, mentor and evaluate staff, participate in recruitment of new staff and in the development of training programmes.
- Plan and direct the implementation and operation of the common ICT infrastructure of ICTP; provide guidance for the selection, acquisition, development, deployment, maintenance and operation of software and of resources, also through outsourcing, cooperation agreements, and occasionally participation in cooperative technological R&D programs.
- Define a service policy consistent with the aims of the Unit, develop appropriate performance indicators, implement this policy and monitor its operation.
- Direct the planning process for ICT, including the budget, prepare the medium-term plan and the development of performance indicators; prepare the annual ICT work programme and reports.
- Provide technical, functional and organizational guidance to projects which involve the use of computing technology and data processing.
- Provide support for high-performance computing needs of the scientific staff and visitors; guide the definition of organization-wide standards in hardware, software, and ICT services.
- Advise the Senior Operations Officer and management of ICTP on effective and strategic use of ICT and related cost reduction opportunities; develop and disseminate best practices; provide advice on reviewing and streamlining ICTP processes based on a proper usage of computing technology and collaboration tools/applications; contribute to the evaluation of new technologies through reviews and analysis of technological trends and developments, and evaluate their effectiveness for the work programmes of ICTP.
- Liaise with UNESCO central IT organization; ensure that ICTP specific requirements and processes are aligned with the centralized applications, especially FABS (based on SAP technology); provide guidance to future enhancements and modifications of the ICTP legacy in combination with centralized UNESCO applications, especially FABS.
- Contribute to the evaluation of proposals of ICT activities to be organized or financed by ICTP.

COMPETENCIES

A successful candidate will be required to demonstrate the following competencies:

- Communication
- Accountability
- Innovation
- Knowledge sharing and continuous improvement
- Planning and organizing
- Results focus
- Teamwork
- Professionalism

- Building partnerships
- Driving and managing change
- Leading and empowering others
- Making quality decisions
- Managing performance
- Strategic thinking

For detailed information please consult the [UNESCO Competency Framework](https://en.unesco.org/sites/default/files/Competency%20Framework_E.pdf) (https://en.unesco.org/sites/default/files/Competency%20Framework_E.pdf)

REQUIRED QUALIFICATIONS

EDUCATION

- Advanced University degree (Master's or equivalent) in computer science, information systems or a related field.

WORK EXPERIENCE

- A Minimum of seven (7) years of relevant professional experience in planning, design, development, implementation and maintenance of computer information systems or related field, of which preferably at least 3 years at international level.

SKILLS/COMPETENCIES

- Experience in leading a development team and/or supervising other staff.
- Experience in implementing IT solutions to optimize business processes.
- Expertise and experience on integrated administrative applications (ERP systems, e.g. ORACLE, SAP).
- Excellent analytical skills. Ability to collect, synthesise and analyse information from various sources.
- Proven ability to work in a team and to maintain effective working relationships in a multidisciplinary and multicultural environment.

LANGUAGES

- Excellent knowledge (spoken and written) of English.

DESIRABLE QUALIFICATIONS

WORK EXPERIENCE

- Work experience in scientific institutions.
- Experience in digital transformation, digital enterprise architecture and information security implementations.
- Expertise and experience on management and implementation of IT infrastructure, management of application maintenance, audio and video equipment, process design & redesign, change management, IT contract negotiation, financial and procurement processes, application selection procedures.

LANGUAGES

- Knowledge of another official UNESCO language (Arabic, Chinese, French, Russian, Spanish).
- Knowledge of Italian.

BENEFITS AND ENTITLEMENTS

UNESCO's salaries consist of a basic salary and other benefits which may include if applicable: 30 days annual leave, family allowance, medical insurance, pension plan etc.

For more information in benefits and entitlements, please consult [ICSC website](#) and [UNESCO's career website](#)

MORE INFORMATION

Please note that all candidates must complete an on-line application and provide complete and accurate information. No modifications can be made to the application submitted. The evaluation of candidates is based on the criteria in the vacancy notice, and may include tests and/or assessments, as well as a competency-based interview. UNESCO uses communication technologies such as video or teleconference, e-mail correspondence, etc. for the assessment and evaluation of candidates.

Please note that only selected candidates will be further contacted and candidates in the final selection step will be subject to reference checks based on the information provided

Candidates must use the UNESCO's online application system which is accessible through the following links:

For current UNESCO fixed-term staff members: *UNESCO Intranet* > *Tools* > *HR Apps* > [Careers](#). If you are working remotely, you should connect to Careers portal through connect.unesco.org

For all other candidates: <https://careers.unesco.org>

For information: Personnel Office, Abdus Salam International Centre for Theoretical Physics, Strada Costiera, 11, 34151 Trieste, Italy.

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