INTERNATIONAL TELECOMMUNICATION UNION

ITU is the leading United Nations agency for information and communication technologies, with the mission to connect the world. To achieve this, ITU manages the radio-frequency spectrum and satellite orbits at the international level, works to improve communication infrastructure in the developing world, and establishes global standards that foster seamless interconnection of a vast range of communication systems. ITU also organizes global Telecom events bringing together the most influential representatives of government and the private sector to exchange ideas and knowledge for the benefit of all.

VACANCY NOTICE NO. 33P-2021/SG-IS/EXTERNAL/P3

Date of Issue: 6 July 2021
Currently accepting applications

Applications from women are encouraged

Functions: Cloud Services Software Developer

Post Number: IS07/P3/1210

Deadline for Applications (23.59 Geneva CH) :
6 September 2021

Duration of Contract: 2 years with possibility of renewal for 2 additional years

Type of Appointment: Fixed-term Appointment

Duty Station: Geneva, Switzerland

Grade: P3

Organ:
The General Secretariat directs all the administrative and financial aspects of the Union's activities, including the implementation of the provisions of the administrative regulations on operational questions, the dissemination of information on telecommunication matters for operational and other purposes, the provision of legal advice to the Bureaux of the Union and the departments of the General Secretariat, logistic support to the Union's activities including conferences, the coordination of the work of the Union with other international organizations, the dissemination of information to the Member States and Sector Members, press, corporate and individual users of telecommunications and the general public. The General Secretariat is also responsible for the organization of world telecommunication exhibitions and forums.

Organization Unit:
Within the General Secretariat, the Information Services Department (IS) is the focal point for the ITU information technology services, managing ERP, CRM, documents, information systems and infrastructure, service-desk, library, archives and information management services, safety and security (both physical and logical), to support staff both at Headquarters and in the Field, as well as delegates attending conferences, meetings and events world-wide. It also promotes ICT collaboration, partnerships and information-sharing and represents ITU in inter-organization meetings and committees related to information technology and security management.

Duties / Responsibilities

Under the general supervision of the Head, User Services Division of the Information Services Department (IS) and the direct supervision of the Cloud Services Project Manager, the incumbent will perform the following duties:

- Manage projects & develop scalable cloud-based architecture and services, including a cloud security policy based on input from other divisions within the Information Services Department (IS).
- Develop, implement and deliver reliable, scalable, secure, and cost-effective cloud solutions in a cloud-based environment following object-oriented software design patterns, principles, and practices involving feasibility studies, solutions analysis, design, development and implementation of new, moderately complex cloud solutions; participate as a member of a multi-disciplinary team responsible for document management systems, web infrastructure, web publishing system and other legacy applications / data management / analysis software focussing on migrating these services to the cloud.
- Research, analyse, evaluate and identify applications for new technologies and software, make recommendations for their deployment and lead implementation.
- Provide specialized advice to users, analyzing users' requirements and translating these into new cloud solutions and software development; determine integration and linkage issues; develop functional specifications and cloud-based user documentation.
- Consult with internal business partners across ITU as well as other external partners/clients to identify requirements, discuss/ negotiate/ challenge proposals, develop plans, and/or implement software solutions.
- Identify cloud technology trends, determine what make sense in the context of the ITU's IT landscape and assess their potential impact on the ITU's ICT resources and strategies.
- Participate in writing reports and papers on cloud-based topics, requirements, information strategy, etc.
- Develop training materials, operating and user manuals and trains staff.
- Perform other related duties as assigned.

Competencies

- **Core Competencies:** Applying Expertise; Effective Communication; Learning and Knowledge Sharing; Organizational Commitment; Results-Focused, and; Teamwork and Collaboration.
- **Essential Functional Competencies:** Client and Service Orientation; Innovation and Facilitating Change; Networking and Building Partnerships; Planning and Organizing, and; Successful Management.
- **Essential Technical Competencies:** Knowledge of Cloud services, Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS). Knowledge of mobile development. Knowledge of complete cloud-based IT solutions from top to bottom: architecture, development, design patterns, algorithms, graphical interfaces, database modelling, programming language types (object, procedural, functional). Knowledge of key players platforms & services, such as Azure and AWS. Understanding of software development lifecycles, including Agile. Understanding of developing and maintaining web-based applications (HTML, CSS, JavaScript, ASP.NET, Web API, C#, .NET Core), front-end client frameworks, such as React, Angular,

Vue.JS or Node.js. Knowledge of Office 365 services, PowerApps, PowerVirtual Agent, Chatbot would be an advantage.

Qualifications required

Education:
Advanced university degree in computer science, information systems or computer engineering or a related field OR education from 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. For internal candidates, a first university degree in one of the fields above in combination with seven years of qualifying experience may be accepted in lieu of an advanced university degree for promotion or rotation purposes.

Experience:
At least five years of progressively responsible experience in managing IT projects, including at least two at the international level. A Doctorate in a related field can be considered as a substitute for two years of working experience. Previous experience outsourcing IT development work to contracted private companies and consultants. Previous experience in shifting legacy services/apps to a Cloud platform, experience in refactoring/redeveloping legacy apps to enable a Cloud friendly integration. Experience of managing, defining, and developing applications for hosting in a cloud-based environment. Experience of working in an agile environment, familiar with the DevOps Model and associated modern development tools/stacks.

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.)

Additional Information:
Salary:

Total annual salary consists of a net annual salary (net of taxes and before medical insurance and pension fund deductions) in US dollars and a post adjustment (PA) (cost of living allowance). The PA is variable and subject to change without notice in accordance with the rates as set within the UN Common System for salaries and allowances.

Annual salary from $ 60,962 + post adjustment $ 53,220

Other allowances and benefits subject to specific terms of appointment, please refer to http://www.itu.int/en/careers/Pages/Conditions-of-Employment.aspx

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Applicants will be contacted directly if selected for written test. Interviews may be used as a form of screening.

For further information concerning the Conditions of Employment please click <u>the following link</u>

Applicants will be contacted only if they are under serious consideration

Currently accepting applications

ITU is a smoke-free environment