## Call for Expression of Interest

**Post Title:** Senior Project Specialist – Business Intelligence  
**Duty Station:** Madrid, Spain  
**Reference:** UNWTO/HHRR/CFE/12/TMIC/2020  
**Start Date:** As soon as possible  
**Area/Type:** I/5A  
**Department:** Tourism Market Intelligence and Competitiveness  
**Duration:** 24 months  
**Contractual Status:** Service Contract  
**Deadline for Applications:** 22 May 2020

### Duties and Responsibilities

The World Tourism Organization (UNWTO) is the United Nations agency responsible for the promotion of responsible, sustainable and universally accessible tourism.

UNWTO is currently looking for a Senior Project Specialist – Business Intelligence for its Tourism Market Intelligence and Competitiveness Department. The department is responsible for providing knowledge and strategic guidance to support tourism destinations and the sector at large, to become more competitive and improve destination management through efficient policies and governance.

Under the supervision of the Chief, Tourism Market Intelligence and Competitiveness, the incumbent performs the following duties:

1. Manages and innovates the UNWTO Global Tourism Dashboard by carrying out updates in the dashboard, reviewing and correcting anomalies, reviewing of files to ensure integrity of data and utilization, performing data profiling to identify and understand anomalies, proposing data structures and data management processes, creating interfaces and evaluating and developing the integration of third-party data; develops new modules of the dashboard;

2. Provides and coordinates training to UNWTO personnel and analyzes and identifies requirements for capacity building and provides subject matter expertise for conducting training events;

3. Contributes to the development of policies, procedures, and compliance requirements that improve overall operation and effectiveness of the Global Tourism Dashboard;

4. Builds procedures to extract, transform and load data where required to enrich data retrieved from the existing system;

5. Proposes a strategy to enlarge the data in the dashboard through partnerships with relevant stakeholders and establishes work relationships with these; advocates and supports UNWTO collaboration with Member States in the area of data analysis and visualization;

6. Implements new data analysis methodologies; devises and contributes to promote effective analytic models to enable management decisions;

7. Performs ad-hoc analysis to present results in a clear manner and undertakes the provision of relevant functional and technical support;

8. Performs other duties as required.
REQUIREMENTS

Academic
Advanced university degree (Master’s degree or equivalent) in Statistics, Mathematics, Computer Science, Engineering, or similar related areas; an advanced university degree in another discipline may be accepted in lieu if it is pertinent to the requirements of the post and in combination with relevant professional experience.

Experience
- Minimum of five years of professional experience in business intelligence a field related to the activities of the department;
- Experience in business intelligence, particularly in software like Power BI, Tableau or Qlik;
- Experience in database development and management, data warehouse design, data models and data mining;
- In-depth understanding of database management systems and ETL (extract, transform, load) framework;
- Experience in documenting design specifications and other related documents.

Languages
- Fluency in English is essential;
- Fluency in Spanish is a strong asset;
- Good working knowledge of another of the official languages of the Organization (Arabic, French or Russian) is an asset.

Computer Skills
- Computer literacy in Microsoft Office software and Windows 7;
- Advanced knowledge in MS Access and MS Excel;
- Certification related to Business Intelligence (Tableau, Power BI, etc.);
- Proficiency in SQL coding;
- Proficiency in writing advanced DAX queries in Power BI desktop;
- Knowledge of Python or R and Hadoop will be an added value;
- Experience in understanding of data platform services in Microsoft Azure;
- Knowledge of machine learning and AI technologies would be an asset.

Other Skills and Competencies
- Business analysis skills: ability to interpret numbers and a story that gives insights;
- Initiative and creativity: capacity to propose more effective ways of data collection, management and visualization;
- Teamwork and ability to work harmoniously in a multicultural environment
- Demonstrated ability to work independently within the assigned areas, showing initiative and good judgment;
- Sense of responsibility and commitment;
- Demonstrated ability to work under pressure and meet tight deadlines.

Remuneration and Other Conditions
The monthly remuneration of the selected candidate would be in the base range of **EUR 2,400 - EUR 3,000**, depending on previous professional experience, skills and competencies. The Service Contract holder will be affiliated to the UNWTO health insurance plan (co-shared scheme in conformity with the Organization’s procedures). The Organization will contribute 13% of the aforementioned monthly remuneration to the individual’s pension scheme.

Application Procedure
Interested applicants are requested to complete the [Online UNWTO Personal History Form](https://www.unwto.org/). Please note that UNWTO will only accept applications received through our web-based system. Applications sent by other means (e.g. post, email, etc.) or received after the deadline indicated above, will not be taken into consideration.

- As per UNWTO’s policy on contractual mechanisms, the maximum length of service for Service Contracts shall be limited to three years, extendable on an exceptional basis up to a total of four years;
- Candidates who do not receive any feedback within three months of the deadline should consider their application as unsuccessful;
- Short-listed candidates may be asked to take a competitive exam and/or interview as part of the final phase of the selection process. These candidates will be contacted directly for this purpose;
There is no guarantee either that the initial contract will be renewed or that a career appointment within UNWTO will subsequently be offered. Any extension beyond the advertised duration is subject to the availability of funds and necessities of service.