Call for Expression of Interest

Post Title: Senior IT Specialist
Reference: UNWTO/HHR/CFE/13/ICTC/2020
Duty Station: Madrid, Spain
Start Date: As soon as possible
Area/Type: III / 5A
Department: Information and Communication Technologies
Duration: 12 months
Contractual Status: Service Contract
Deadline for Applications: 28 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 IT Specialist for its Information and Communication Technologies Department. The Information and Communication Technologies Department is responsible for providing technological services and technical support to the Organization and in the IT and communications fields (email, intranet, micro computing, applications, network, etc).

Under the supervision of the Senior Officer ad interim, Information and Communication Technologies Department, the incumbent performs the following duties:

1. Independently resolves incidents generated by users of the financial and other electronic platforms and systems of the Organization and generates relevant documentation; provides overall support to users in all matters related to these platforms and systems;

2. Regularly participates in department meetings as well as meetings with users of the electronic platforms and systems of the Organization, to assess these and manage related incidents; provides relevant follow-up;

3. Prepares and generates a variety of reports according to the needs of the department;

4. Collaborates with the Database Administrator (DBA) responsible for system infrastructure, to ensure the appropriate maintainance and implementation of changes;

5. Develops high-level product specifications with attention to system integration and feasibility;

6. Defines and implements all aspects of relevant systems development based on appropriate technology and workflow, in accordance with coding standards;

7. Ensures that the software of the financial and other electronic platforms and systems meets all requirements of quality, security, modifiability, extensibility, etc. and approves final product before launch;

8. Collaborates with the IT Software Developer in analyzing and developing new features, modifications and modules related to the financial and other electronic platforms and systems; where appropriate, assigns tasks to the IT Developer;

9. Proposes continuity plans for the financial and other electronic platforms and systems on the basis of comprehensive analysis, and provides relevant recommendations;

10. Performs other duties as required.
**REQUIREMENTS**

### Academic
- Advanced university degree (Master's degree or equivalent) in a field related to computer science or telecommunications; 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;
- Additional training or certificates in the field would be a strong asset;
- Completed courses on JAVA, Oracle database IT Architecture (Oracle and SQL Plus Oracle); Oracle Developer Forms/Reports.

### Experience
- A minimum of five years of proven experience as an Analyst programmer / Software architect on Enterprise Resource Planning (ERP) software environments (Oracle technology);
- A minimum of five years of proven experience in delivering enterprise software solutions for national or multinational organizations (Oracle technology);
- A minimum of two years of proven experience as Analyst on ERP software environments;
- A minimum of five years of proven experience in delivering enterprise software solutions for public entities, adapted to international accounting standards;
- Knowledge of IPSAS – International Public Sector Accounting Standards will be a strong asset.

### Languages
- Fluency in English and/or Spanish, with an excellent command of the other;
- 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 7/10;
- Excellent knowledge of Oracle technologies and Oracle Fusion Middleware technologies;
- Excellent knowledge of data modeling;
- Experience in software development and coding in various languages and technologies: Oracle 12c, Oracle Weblogic 12c, Forms 12c, Reports 12c, Oracle 11g, Oracle Weblogic 11g, Forms 11g, Reports 11g, PL / SQL, TOAD, SVN, CMMI, BT Mantis, OBIEE, BI Publisher, JAVA, JavaBean, SOAP, REST.

### Other Skills and Competencies
- Strong oral and written communication skills in the languages required;
- 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;
- Ability to work harmoniously in a multicultural environment;
- Previous experience in the United Nations or another international organization is an asset;
- Demonstrated experience in writing clear business requirements, solution designs and support documentation;
- Demonstrated experience in developing working relationships with senior management and operational team members;
- Demonstrated ability to lead staff, while developing capacities;
- Excellent knowledge of business matters such as Financials, Logistics, Information Technology, Purchase management, Accounts payable, Human Resources, Assets, etc.

### 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](mailto:omt@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.