Vacancy Notice

Post Title: Senior Programme Assistant  
Grade: G.7  
Duty Station: Madrid, Spain  
Date of Entry into Duty: As soon as possible  
Duration of Appointment: Two years  
Department: Information and Communication Technologies  
Deadline for Applications: 01 November 2023

DUTIES AND RESPONSIBILITIES

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

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 Manager, Information and Communication Technologies Department, the incumbent performs the following duties:

1. Provides support for the computer information systems, databases and applications in the assigned area and performs complex troubleshooting for various applications;

2. Participates in the development, programming, testing, debugging and implementation of new computer application systems releases, modules and functionalities; conducts version management;

3. Designs and develops computer application systems and programmes, typically using more than one programming language as well as established standards for IT technologies and tools;

4. Installs computer application systems software and hardware according to specifications, monitors application systems, using appropriate monitoring tools and produces monitoring reports;

5. Manages, designs, creates, produces, and maintains technical documentation for relevant computer application systems and products; manages and administers changes to technical documentation in accordance with prevailing change management and operation procedures;

6. Assists in developing/refining support and operations procedures for relevant computer applications systems, including programming requirements and recommendations to users for the programming interfaces;

7. Serves as team leader in projects dealing with the planning, specification, design, development, implementation, and maintenance of simple computer application systems; liaises with users to define and specify requirements; builds, tests and modifies prototype computer application systems; performs installation and maintenance of computer applications systems in user offices;

8. Contributes to feasibility studies, systems analysis, design, development, implementation, and evaluation and testing of computer application systems improvements and new computer application systems;
9. Assists in the identification of user computer application system’s needs, including business process and document workflow analysis, organization, and maintenance of document repositories; identifies classification schema, retention, and archival procedures; designs and develops workflow systems; conducts research on document/information/knowledge management computer applications, tools, procedures, and standards;

10. Drafts correspondence and communications; including work plan revisions and other related issues, as well as prepares unit contributions for a variety of periodic reports, as well as correspondence with service providers as required;

11. Keeps abreast of developments in the field; conducts research on new technologies; performs benchmarking and proposes new acquisitions; assists in the implementation of new technologies as required;

12. Performs other related duties as required.

REQUIREMENTS

Academic

- Completion of secondary education, supplemented by technical or vocational courses or university courses in computer science, information technology, or in a field related to the assigned programme in the organization.

Experience and Basic Competencies

- Six years of progressively responsible experience in information systems analysis and programming, systems administration and maintenance, software development, technical writing or a related area.

Languages

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

Computer Skills

- Good understanding of computer systems, mobile devices and other technical products;
- General awareness of computer systems;
- Knowledge of Mac OS and Microsoft Windows 10 and 11, but also in Office 365;
- Experience supporting databases maintenance mainly Oracle 12c including ODA and all the application server (WebLogic 12c) and the migration between different versions and platforms;
- Experience supporting HCM Oracle and Sharepoint platforms;
- General knowledge of IT operating systems and services, including Active Directory, Exchange, Vmware, backups (export, export datapump, cold backup and Rman) and Office 365 management;
- Good understanding of common network services (DNS, DHCP, FTP, WDS, SMTP), but also hands-on in Linux administration;
- Experience supporting any cybersecurity threat and incident will be desirable.

Other Skills and Competencies

- Ability to process information logically and solve problems and prioritize tasks efficiently;
- Excellent written and communication skills and the ability to present complex issues in a manner comprehensible to non-specialists;
- Ability to work under minimum supervision;
- Excellent client orientation skills;
- Discretion and respect for confidentiality;
- Accountability;
- Excellent planning and organizational skills;
- Ability to keep abreast of available technology and understand the applicability and limitations of technology to the work of the office;
- Good judgment and the ability to make effective decisions;
▪ Previous experience in the United Nations or another international organization is an asset;
▪ Promote tourism for the benefit of people and planet;
▪ Integrity;
▪ Professionalism;
▪ Respect for diversity.

**Remuneration**
The initial base salary is **EUR 50,526** per annum.

**Other conditions**
The initial grade and step on appointment will be determined by the Secretary-General on the basis of qualifications and in the light of previous similar appointments and could be at a grade different from that shown above. Appointments are normally at step 1 of the grade. The Secretary-General reserves the right to appoint a candidate at a lower level than the advertised level of the post.

If, following consideration of applications, the Secretary-General proceeds to fill this vacancy, a fixed-term appointment for a period of two years – subject to a four-month probationary period – will be offered. There is, however, no guarantee either that the initial contract will be renewed or that a career appointment within UNWTO will subsequently be offered.

**The type of recruitment is local.**

**Application Procedure**
Interested applicants are requested to complete the [Online UNWTO Personal History Form](#). 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.

▪ Candidates who do not receive any feedback within three months of the deadline should consider their application as unsuccessful;
▪ In filling vacancies, due regard will be paid towards maintaining a staff selected on a wide and equitable geographical basis. Candidates of all nationalities are welcome to apply; under similar circumstances, preference will be given to nationals of UNWTO Member States. Women candidates and nationals from non-represented Member States in the UNWTO Secretariat are encouraged to apply;
▪ 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.