



UNITED NATIONS RELIEF AND WORKS AGENCY
FOR PALESTINE REFUGEES IN THE NEAR EAST
UNRWA



Vacancy Announcement

Chief Information Management Services Division, P-5 HQ Amman, Jordan

Deadline for Applications	19 January 2019 (5 January 2019 for internal applicants)
Duration	2 years, with the possibility of further extension
Vacancy Announcement Number	18-HQ-AM-75

UNRWA is committed to achieving gender parity at all levels of staffing under the current UN-wide gender agenda and strongly encourages applications from qualified women.

UNRWA welcomes applications from qualified candidates with disabilities.

UNRWA, the largest United Nations operation in the Middle East with over 30,000 staff working across five areas of operation, is looking for professionals like you.

We are building a SMART Enterprise that partners with the business to benefit the Palestine refugees

The Information Management Department (IMD) is a strategic enabler of UNRWA's programmes in Jordan, Lebanon, Syria, West Bank and Gaza. With over 35,000 staff members serving over 5 million Palestine refugees, the Agency's programmes deliver direct services to the refugees in the areas of education, health, relief and social service, infrastructure and camp improvement, and microfinance services. IMD is always at the forefront when it comes to introducing innovative business solutions that impact the organization's overall value chain even as it embarks towards a future ready state that is defined by the SMART Enterprise Strategic Framework.

Do you want to make a lasting difference?

If you are looking for a rewarding opportunity to make a tangible difference for one of the most vulnerable communities in the world, UNRWA would like to hear from you. In this headquarters role, you will be responsible for the planning, implementation and operation of Software and Data Management Solutions for the Enterprise Applications of the Agency. You will participate in IT strategy development in close coordination with business representatives, as well as develop project proposals, manage information systems applications development, and provide expert knowledge in planning, business analysis, system design, systems

development, implementation, training, maintenance and project management activities for the full life cycle of the information system application.

The main responsibilities include:

- Assuming overall responsibility for planning and management of the Agency's Enterprise Systems implementation projects; developing the strategic vision, strategies, implementation plans and performance metrics for the successful roll-out of the new systems (including ERP); managing project activities and tracking, monitoring and reporting on project progress against plans, requirements, quality measures and standard processes;
- Supporting the Agency's transformation programmes, providing high-level business and technical solutions for effectively implementing new business requirements, business changes and business transformation with a view to streamlining and automating business processes and procedures; in coordination with user departments, overseeing business analyses, and identifying, advising and coordinating on business processes re-engineering and management of change activities impacting business functions resulting from new information systems deployment;
- In coordination with Technology Services Division, ensuring that Applications operations and maintenance are set up and executed to attain continuity of operation and proper evolution of the Applications in accordance with new or changing business requirements;
- Supporting the ICT governance bodies and steering committees preparing projects plans, service reports, charter documents, decision support material and other materials needed for ICT applications decision-making; liaising and coordinating with applications stakeholders, including Programme Directors, Chiefs and users at large, on all aspects and during all phases of development and implementation of information systems projects;
- Developing, implementing and monitoring information and application standards and guidelines, including testing paradigms; managing technical and user documentation for entire systems and interdependent applications, detailed technical presentations and various technical reports;
- Defining the Agency's Enterprise Application Architecture to sustain the implementation of the ICT strategy, preparing information systems functional requirements and bid evaluation criteria for software and vendor selection; technically leading vendor offers analysis, contract negotiations and contract management activities; managing vendor (software vendor and system integrator) relationships throughout implementation phases;
- Participating in Agency Information Systems Strategy formulation and in developing and enforcing systems development methodology, database design and programming structure standards, documentation standards and application control and security standards;
- Supervising and managing project managers, staff and resources, including distribution of work assignments, providing guidance, reviewing and reporting on performance.

Conditions of service

UNRWA offers an attractive compensation package including annual salary starting at **\$85,543** net tax free with post adjustment of **48%** (subject to change without notice). All UNRWA duty stations (with the exception of Gaza and Syria) are family duty stations. Other benefits, subject to eligibility, include:

- | | |
|--|---|
| ✓ Dependency allowances | ✓ Pension fund entitlements under the UN Joint Staff Pension Fund |
| ✓ Rental subsidy | ✓ International health insurance; optional life insurance |
| ✓ Education grant for children | ✓ Disability protection |
| ✓ Home leave travel | |
| ✓ 6 weeks (30 working days) annual leave | |

Additional information

The incumbent of this post will be required to travel throughout the Agency's area of operations in the Middle East.

To qualify for this position, you will need:

- Education** An advanced university degree (Master's or equivalent) from an accredited educational institution in information systems management, computer science, or other related discipline; a first-level university degree in combination with two additional years of qualifying experience may be accepted in lieu of an advanced university degree;
- Work experience**
- A minimum of ten years of professional information systems development experience, the last four of which must have been in a senior position in the field of business information systems development, leading large scale complex information systems development projects; experience must include a minimum of two years' at international level outside your home country. Experience in business analysis, definition of user requirements and evaluation and selection of systems including using a structured development methodology, preferably from a functional perspective in addition to supervising IT staff and employing modern techniques and tools as described below;
 - Experience in business process modeling including documenting and analyzing functional procedures and work flows, business process reengineering and definition and evaluation of user requirements in the selection or development and implementations of information systems;
 - Work experience in complex systems implementation such as ERP, roll-out and support, preferably implemented using Agency's adopted technology (i.e. Microsoft, SAP);
 - Extensive experience in various management disciplines, including budget, financial, human resources, recruitment, procurement, negotiation, contracts, risk and change management;
 - Demonstrable project leadership and supervisory experience;
- Language(s)** Excellent command of spoken and written English.

Desirable qualifications:

- Additional certification in business analysis or software development;
- Knowledge of the mandate and mission of UNRWA as well as the cultural, political and social environment in which it operates;
- Work experience in identifying and mitigating risks in project including development of risk mitigation plans;
- A functional understanding of the concepts, procedures and best practices of any combination of the following: (1) Procurement and Logistics cycle, (2) Finance (3) Materials and Inventory Management, (4) Human Resources Management;
- Any of the following: (1) PMI or PRINCE 2 certification in Project Management (2) Experience in writing and negotiating contract terms and conditions (3) Working knowledge in developing quality assurance plans and in performing QA functions;
- Work experience in an international context.

You will also need to demonstrate the following competencies:

- Willingness to keep abreast of new developments in the field of information technology;
- Ability to establish and maintain effective working relations in a multicultural, multiethnic environment with sensitivity and respect for diversity;
- Ability to convey complex technical concepts and recommendations to non-technical staff at senior levels, both orally and in writing, in a clear, concise style;
- Problem-solving skills;
- Ability to independently plan and prioritize own work, work well under tight deadlines and handle multiple concurrent projects/activities;
- Positive attitude and strong analytical, interpersonal and communication skills;
- Managerial competencies related to the functions of the post.

For guidance on how to prepare for competency-based interviews:

<https://careers.un.org/lbw/home.aspx?viewtype=AYI>

Who we are

For over 65 years, the United Nations Relief and Works Agency for Palestine (UNRWA) has been working on the ground in five fields of operations in Jordan, Lebanon, Syria, West Bank and the Gaza Strip providing direct assistance and protection for some 5 million Palestine refugees in the Middle East. UNRWA is mandated by the UN General Assembly to provide this assistance and its mission is to help Palestine refugees achieve their full potential in human development until there is a just and lasting solution for their plight. UNRWA restores safety, dignity and hope to millions who have been uprooted by conflict with services encompassing education, health care, relief and social services, camp infrastructure and improvement, microfinance and emergency assistance.

For more details on UNRWA, please visit: <https://www.unrwa.org/>

How to apply

To start the application process, applicants are required to register at <http://jobs.unrwa.org> by creating a personal profile and completing UNRWA Personal History Form. Only applications received through <http://jobs.unrwa.org> will be considered. Due to the large number of applications received for UNRWA vacancies, only applicants short-listed for interview will be contacted. **The United Nations does not charge fees at any stage of the recruitment process. The United Nations does not concern itself with information related to bank accounts.**

General information

UNRWA staff are expected to uphold the highest standards of integrity, neutrality and impartiality at all times. This includes respect for and commitment to human rights, diversity, and non-violent means of dealing with all kinds of conflict. Only persons who fully and unconditionally commit to these values should consider applying for UNRWA jobs. UNRWA is a non-smoking work environment.

The Agency reserves the right not to make an appointment, to make an appointment at a lower grade, or to make an appointment with a modified job description.

Date of issue: 23 December 2018/CX