



General Secretariat (GS)

Geneva, 8 August 2023

E-mail: HRerecruit@itu.int

To the Director-General

Circular letter No. 23/21

Subject: **Vacancy Notice No. 1325D-2023/BDT-DKH/EXTERNAL/D1 "Chief, Digital Knowledge Hub Department (DKH) "**

Dear Madam, Dear Sir,

The post described in the Annex is to be filled at ITU Headquarters.

The relevant job description with the qualifications required, as well as all other useful information, is annexed hereto.

Administrations are requested to circulate vacancy notices to all potential sources of recruitment including universities, institutes, associations of engineers and the private sector as the case may be.

I would be grateful if Administrations would invite qualified candidates and especially women candidates to apply for the above position not later than 9/10/2023 on ITU career website:

[https://jobs.itu.int/job/Geneva-Chief, Digital Knowledge Hub Department - DKH/951624555/](https://jobs.itu.int/job/Geneva-Chief,DigitalKnowledgeHubDepartment-DKH/951624555/)

The Plenipotentiary Conference adopted the Resolution 48 (Rev. Dubai 2018), affirming that: "...when filling vacant posts by international recruitment, in choosing between candidates who meet the qualification requirements for a post, preference shall be given to candidates from regions of the world which are under-represented in the staffing of the Union, taking into account the balance between female and male staff mandated by the United Nations common system;"

Yours faithfully,

Doreen Bogdan-Martin

Secretary-General

Annexes: **Vacancy Notice No. 1325D-2023/BDT-DKH/EXTERNAL/D1 "Chief, Digital Knowledge Hub Department "**

Job Title: Chief, Digital Knowledge Hub Department (DKH)

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.

Chief, Digital Knowledge Hub Department (DKH)

Vacancy notice no: 1325

Sector: BDT

Department: DKH

Country of contract: Switzerland

Duty station: Geneva

Position number: TD04/D1/926

Grade: D1

Type of contract: Fixed-term

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

Recruitment open to: External

Application deadline (Midnight Geneva Time): 9 October 2023

ORGANIZATIONAL UNIT

The Telecommunication Development Bureau (BDT) is responsible for the organization and coordination of the work of the Telecommunication Development Sector (ITU-D) of the Union which deals mainly with ICT-focused development policies, strategies and programmes, as well as technical cooperation activities, to promote digital inclusion and drive digital transformation at community, country and regional levels. To effectively and efficiently serve the needs of ITU members, BDT is organized into four functional areas:

- Office of the Deputy to the Director and Field Operations Coordination Department
- Partnerships for Digital Development Department
- Digital Networks & Society Department
- Digital Knowledge Hub Department

The Digital Knowledge Hub Department is responsible for providing best practices and information to support the public policy decisions of ITU Member States. This department provides a platform for the members, as well as for external entities such as researchers, the private sector and other development agencies, to obtain critical information on digital trends, information society developments and digital skills. In addition to consolidating ITU's position as the recognized global source for regulatory information and ICT data, this department is responsible for the work of ITU-D Study Groups. Finally, this department provides capacity and digital skills building programmes.

DUTIES AND RESPONSIBILITIES

Under the supervision of the Director of the Telecommunication Development Bureau (BDT), the Chief of the Digital Knowledge Hub Department (DKH) serves as leader and role model and takes ownership for all responsibilities and delivers outputs within prescribed time, cost and quality standards related to the mandate of the Digital Knowledge Hub Department (DKH).

The Chief of Department operates in compliance with organizational regulations and rules and takes responsibilities towards the successful achievement of delegated assignments including the

planning, organizing and directing of the work of the department towards the successful implementation of strategies and plans for the BDT's knowledge platform, with a particular focus on achieving WTDC Objective 3 "Foster an enabling policy and regulatory environment conducive to sustainable telecommunication/ICT development". To this extent, the incumbent will perform the following duties:

- Lead and direct the activities of the Department, including human and financial resources ensuring compliance with organizational regulations and rules and assigned mandate; empower and build the capacity of the team to increase their commitment and drive changes to achieve the objectives of the Department.
- Identify and support the strategic and unique positioning of BDT as a digital open and visionary knowledge hub to be the main global source for information on ICT regulatory, market, data and analysis and to drive digital skills knowledge; this includes identifying and monitoring current and future ICT developments, trends and needs to provide timely analysis and advice, and for the development of policy papers and positions on themes of key relevance in the area of regulation, data, and digital skills.
- Direct the planning, development and implementation of an open and digital knowledge platform involving collaborative approaches with all knowledge and content producers within ITU, external regional and other international partners, donors, and users of this platform to enhance technical cooperation and deliver appropriate services and information.
- Reach out to, and cooperate closely with, the Bureaus and the General Secretariat in all initiatives aimed at improving the information and data that the Union produces to monitor the transition towards a global information economy and to support the achievement of the Sustainable Development Goals.
- Direct the planning, management and delivery of programs and tools that help countries identify and track digital strengths and challenges and build their institutional and organizational capacity in telecommunications/ICT regulatory frameworks, ICT developments and digital skills.
- Drive the exchange of information and best practices and knowledge sharing and transfer between countries through relevant content and administrative support to the work of ITU-D Study Groups; and liaise with Members and external experts to develop the BDT Study Groups into knowledge platforms.
- Direct the development of a strategic vision for ITU's work on ICT measurement in the context of the Union's overall objectives, considering Member States' needs and ICT and data analysis developments, including in big data, new and emerging technologies.
- Any other additional related activities as assigned by the Director, including representing BDT and ITU in international fora, conferences and meetings as required.

CORE COMPETENCIES

Applying Expertise; Effective Communication; Learning and Knowledge Sharing; Organizational Commitment; Results-Focused, and; Teamwork and Collaboration.

FUNCTIONAL COMPETENCIES

Analysis, Judgement and Decision Making
Innovation and Facilitating Change
Client and Service Orientation
Leadership
Networking and Building Partnerships
Planning and Organising
Successful Management

TECHNICAL COMPETENCIES

- Leadership and managerial skills to direct the management of financial and human resources of the Department.
- Political and diplomatic skills to liaise and manage relationships with key BDT stakeholder.
- Knowledge and proven application of results-based management methodologies and management principles.
- Ability to identify key strategic issues, opportunities and risks and to formulate and take responsive initiatives.
- High level ability to develop and maintain efficient working relationships with stakeholders, with sensitivity to ITU's multi-cultural, multi-ethnic environment and respect for diversity.
- Awareness of industry trends and innovative solutions as they pertain to the telecommunications/ICT policy and regulatory environment.
- Knowledge of telecommunications/ICT data, statistics, and analysis as per standardized statistical standards, methodologies and procedures.
- Knowledge of telecommunications/ICT skills development and methodologies especially in the context of capacity building and knowledge management and dissemination.

QUALIFICATIONS REQUIRED

Education:

Advanced university degree in telecommunication engineering, information technology, international relations, public or business administration, law, economics or a related field OR education in 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 twenty years of qualifying experience may be accepted in lieu of an advanced university degree for promotion or rotation purposes.

Experience:

At least fifteen years of progressively responsible experience demonstrating a thorough working knowledge and hands on experiences on project implementation at international and regional levels, on telecommunication policy, legislative and regulatory related issues including extensive experience in planning and development of telecommunication infrastructure at the management level. At least seven years should be at international level. A Doctorate in a related field can be considered as a substitute for three years of working experience.

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).

BENEFITS AND ENTITLEMENTS

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 \$ 106,023 + post adjustment \$ 87,151

Other allowances and benefits subject to specific terms of appointment, please refer to:

<https://www.itu.int/en/careers/Pages/Conditions-of-Employment.aspx>

INFORMATION ON RECRUITMENT PROCESS

Please note that all candidates must complete an on-line application and provide complete and accurate information. To apply, please visit the ITU [Careers](#) website. The evaluation of candidates is based on the criteria in the vacancy notice, and may include tests and/or assessments, as well as a competency-based interview. ITU uses communication technologies such as video or teleconference, e-mail correspondence, etc. for the assessment and evaluation of candidates. Please note that only selected candidates will be further contacted and candidates in the final selection step will be subject to reference checks based on the information provided. Messages originating from a non ITU e-mail account - @itu.int - should be disregarded. ITU does not charge a fee at any stage of the recruitment process.

ITU applies a zero-tolerance policy against all forms of harassment. ITU is committed to diversity and inclusion within its workforce, and encourages all candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons with disabilities, to apply to become a part of the organization. Achieving gender balance is a high priority for ITU.