Geneva, 5 July 2024

E-mail: HRerecruit@itu.int

To the Director-General

Circular letter No. 24/41

Subject: **VACANCY NOTICE No. 1562D-2024/SG-ISD/EXTERNAL/D1 "Chief Information Officer (CIO)"**

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 03/09/2024 on ITU career website:

Chief Information Officer (CIO) (itu.int)

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. 1562D-2024/SG-ISD/EXTERNAL/D1 "Chief Information Officer"**

Job Title: Chief Information Officer (CIO)

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 Information Officer (CIO)

Vacancy notice no: 1562
Sector: SG
Department: ISD
Country of contract: Switzerland
Duty station: Geneva

Position number: IS01/D1/310
Grade: D1
Type of contract: Fixed-term
Duration of contract: 2 years with possibility of renewal
Recruitment open to: External
Application deadline (Midnight Geneva Time): 03 September 2024

ORGANIZATIONAL UNIT

The General Secretariat directs all the administrative and financial aspects of the Union's activities, including the implementation of the provisions of the administrative regulations on operational questions, the dissemination of information on telecommunication matters for operational and other purposes, the provision of legal advice to the Bureaux of the Union and the departments of the General Secretariat, logistic support to the Union's activities including conferences, the coordination of the work of the Union with other international organizations, the dissemination of information to the Member States and Sector Members, press, corporate and individual users of telecommunications and the general public. The General Secretariat is also responsible for the organization of world telecommunication exhibitions and forums.

Within the General Secretariat, the Information Services Department (IS) is the focal point for the ITU information technology services, managing ERP, CRM, documents, information systems and infrastructure, service-desk, library, archives and information management services, safety and security (both physical and logical), to support staff both at Headquarters and in the Field, as well as delegates attending conferences, meetings and events world-wide. It also promotes ICT collaboration, partnerships and information-sharing and represents ITU in inter-organization meetings and committees related to information technology and security management.

ORGANIZATIONAL CONTEXT

The International Telecommunication Union (ITU) is a specialized agency of the United Nations that serves as a global platform for cooperation and coordination in the field of telecommunications and information and communication technologies (ICTs). The ITU is dedicated to connecting the world by fostering global collaboration and innovation in telecommunications and ICTs. Its mission is to promote the development, deployment, and use of advanced communication technologies to facilitate inclusive and sustainable social and economic development for all nations and peoples.
ITU has commenced an organizational-wide Digital Transformation journey and is looking for an experienced Chief Information Officer (CIO) to lead the organization into a relentlessly user-centric digital future. The new CIO will passionately drive new ways of working, such as agile, prototyping and design thinking. They will also leverage modern technologies, such as cloud and Artificial Intelligence. Above all, the new CIO must be able to articulate the vision and strategy to key stakeholders and excite them about the future digital journey.
Under the direction of the Deputy Secretary-General, the CIO will be responsible for developing and executing the ITU's strategic digital vision and direction. He/she will lead the planning, implementation, and management of all technology-related initiatives to support the organization's mission, goals, and operational requirements. The CIO will provide strategic guidance, oversight, and leadership to ensure effective and efficient IT operations, information security, and digital innovation across the ITU.

DUTIES AND RESPONSIBILITIES

Leadership:
- Direct the Information Technology Department (ITD) and manage the delivery of ICT services across the Organization; proactively manage and optimize IT budgets to drive operational efficiency and quality.
- Drive the development and implementation of the ITU Information Technology and Digital Strategy and digital transformation needed to achieve strategic objectives; catalyze new approaches to improve results by transforming systems, products, or services; help others overcome resistance to change.
- Drive a change in the culture to ensure that the organization leverages on data and digital technologies to enhance efficiency and results.
- Inspire the team and internal communities of practice on data, digital and information management to engage with the digital strategy.
- Build a diverse and inclusive team.

Strategic Planning:
- Lead, develop and implement ITU's IT and Digital strategy to be aligned with its mission, objectives, and global trends.
- Define and prioritize IT initiatives that enhance and sustain operational and cost efficiency, knowledge management, and data-driven decision-making.
- Ensure IT strategies are integrated with organizational priorities, promoting digital transformation, innovation and cyber security.

IT Governance and Management:
- Establish and maintain robust IT governance structures, policies, procedures and practices to optimize IT investments and ensure compliance with industry standards and best practices.
- Provide leadership in IT project management, overseeing the planning, execution, and evaluation of IT projects and initiatives.
- Monitor IT performance, assess risks, and implement effective measures to mitigate cyber threats and data breaches.

Infrastructure and Operations:
- Develop a sustainable hosting and computing solution and build a scalable and reliable cloud ecosystem with selected cloud service providers.
- Develop and maintain a reliable and secure IT infrastructure, including networks, platforms, systems, databases, and telecommunications, to meet the ITU's operational needs.
- Ensure efficient IT service delivery, support, and maintenance, meeting agreed service level agreements (SLAs) and user expectations.
- Collaborate with internal teams and external vendors to identify and orchestrate the implementation of emerging technologies that enhance organizational efficiency and effectiveness.

Applications and Systems:
- Facilitate innovation across ITU through researching and pioneering the application of leading-edge digital tools in new ways to ITU's corporate strategic plan's result areas, aligning IT systems to corporate objectives, and managing the scale up of mature innovation solutions.
- Lead the continuous digitally-enabled transformation of ITU's business model and business processes, supporting strategic decision-making and designing new services.

Information Security and Privacy:
- Develop and implement robust information security and privacy policies, standards, and practices to protect the ITU's digital assets and ensure compliance with relevant regulations.
- Establish incident response procedures and conduct periodic security assessments and audits to identify vulnerabilities and address potential threats.
- Promote a culture of cybersecurity awareness and training among staff to mitigate risks associated with cyber threats.

Stakeholder Engagement and Collaboration:
- Build and maintain effective relationships with internal stakeholders, including senior management, departments, and teams, to understand their technology requirements; provide strategic guidance; engage them in generating mutually beneficial business solutions and the implementation of new services and effective re-engineering of the Organization's processes, ensuring the harmonization of the ITU information resources to avoid duplication of effort.
- Build and maintain high level network outside the Organization; collaborate with external partners, including other UN agencies, governments, and technology vendors, to foster innovation, knowledge sharing, and collaboration in the field of information technology.

Perform other related duties.

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
Client and Service Orientation
Innovation and Facilitating Change
Networking and Building Partnerships
Leadership
Planning and Organising
Successful Management

TECHNICAL COMPETENCIES

- Demonstrated leadership and management skills, with the ability to motivate and inspire cross-functional teams.
- Excellent communication, negotiation, and stakeholder management skills.
- Excellent knowledge of modern information technology services (technology, systems, standards) and trends (including service-oriented architectures) and how they can be leveraged to create more efficient business operations and new program delivery opportunities.
- Strong ability to contribute to organizational transformation and change initiatives.
- Strong ability to empower others to translate vision into results.
- Demonstrated ability to take responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work; demonstrates knowledge of strategies and commitment to the goal of gender balance in staffing.
- Strong ability to work in a multicultural environment.

QUALIFICATIONS REQUIRED

Education:
Advanced university degree in business administration, computer science, information systems or a related field OR education from 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.
Additional certifications in IT governance, security, or project management are desirable.

Experience:
At least fifteen years of progressively responsible experience in IT and/or management roles, including at least seven at the international level.
A Doctorate in a related field can be considered as a substitute for three years of working experience.
Proven experience in developing and implementing IT strategies, managing IT operations, and driving digital transformation initiatives.
Experience in undertaking change management and culture change activities to support an organization's transformation is desirable.
Experience of working with the UN Common System or similar international organizations and/or familiarity with activities of organizations similar to ITU are desirable.

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 $ 93,830

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

https://jobs.itu.int/content/What-we-offer/?locale=en_US

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.