

Posting Title : INFORMATION MANAGEMENT OFFICER, FS6
Job Code Title : INFORMATION MANAGEMENT OFFICER
Department/ Office : Regional Service Centre at Entebbe
Duty Station : ENTEBBE
Posting Period : 4 January 2022 - 14 January 2022
Job Opening number : 22-IST-RSCE-171743-J-ENTEBBE (R)
Staffing Exercise : N/A

United Nations Core Values: Integrity, Professionalism, Respect for Diversity

Org. Setting and Reporting

The Department of Operational Support (DOS) was established to provide end-to-end operational support, advisory services and other solutions to operating entities across the Secretariat, including departments, offices away from headquarters, peace operations, and regional commissions.

The Regional Service Centre in Entebbe, Uganda (RSCE), was established in July 2010, following the adoption of General Assembly resolution 64/269. The Centre provides efficient, client-oriented and scalable services with the goal of moving transactional, non-location-dependent administrative functions to the Centre from its client entities. This includes transactional elements of human resources, finance, multimodal movement and control, personnel and cargo transport and information and communications technology (ICT) support. In addition to these services, the Office of the Director RSCE and support offices through the Deputy Director RSCE provides overall guidance on the operations of the RSCE including strategic planning, communication, budgeting, human resources management, property management, quality assurance and business intelligence, conference services, record keeping and archive management, and audit response and risk management.

For more information, please visit <https://rsce.unmissions.org>.

This position is located in the Quality Assurance and Business Intelligence Unit (QABI) under the pillar of the Deputy Director. The Information Management Officer reports to the Chief of Quality Assurance and Business Intelligence Unit.

Responsibilities

Within delegated authority, the Information Management Officer will be responsible for the following duties:

- Identify and translate business requirements into system solutions in collaboration with key stakeholders, i.e. RSCE management and its client missions.
- Ensure timely delivery of solutions that provide critical business information in the most efficient and effective manner.
- Provide timely reporting; identify issues and corrective actions to ensure the attainment of RSCE goals.
- Prepare and update working documentation and user manuals and training materials to support all development efforts.
- Mentor, assist and leverage other RSCE staff by actively sharing knowledge through presentations, training, coaching and other activities.
- Investigate Business Intelligence query objects for end users and troubleshoot reporting and data problems.
- Create new reports and report templates and modify existing report parameters.
- Contribute to the design of reporting interfaces and to information management policies, procedures, to ensure effective data governance.
- Contribute to data dictionary, ensure end-users have a consistent and thorough understanding of data related information.
- Consult and provide advice to internal stakeholders, i.e. Service Delivery and Service Line Managers regarding reporting frameworks and data requirements, to ensure reporting mechanisms and specifications meet business requirements.
- Assist end users to select appropriate Business Intelligence reports and provide advice and analytical assistance in troubleshooting problems.
- Educate and facilitate an understanding and commitment to Business Intelligence processes and procedures across RSCE, to ensure information is recognized and utilized as assets.
- Extract data from available systems and databases in order to design reports and information including the use of the following applications:
 - Microsoft tools such as Excel, PowerPoint, PowerBI, Power Automate, Power Apps as well as SAP and available SAP BI tools
- Facilitate the user access provisioning process for SAP (Umoja) end users, working closely with stakeholders to determine appropriate roles.
- Ensure proper granting, monitoring and deprovisioning of SAP (Umoja) roles.
- Support skills development in all Umoja Modules for all staff
- Troubleshoot role mapping issues prior to escalation.
- Provide SAP (Umoja) role review and monitoring reports as per business requirements
- Perform other duties as required.

Competencies

Professionalism:

- Ability to provide support of the continuous improvement of RSCE service delivery, improvement of quality of services, increase in process efficiencies, drive towards standardization, and support to enable management to make informed decisions through regular performance monitoring and accurate and timely performance reporting. Ability to support the re-engineering of businesses processes and their continuous improvement.
- Ability to proactively manage access to an enterprise resource planning system, such as SAP, ensuring compliance with established rules and regulations.
- Shows pride in work and in achievements.
- Demonstrates professional competence and mastery of subject matter. Is conscientious and efficient in meeting commitments, observing deadlines and achieving results. Is motivated by professional rather than personal concerns.
- Shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.
- Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

Communication:

- Speaks and writes clearly and effectively
- Listens to others, correctly interprets messages from others and responds appropriately
- Asks questions to clarify, and exhibits interest in having two-way communication
- Tailors language, tone, style and format to match the audience
- Demonstrates openness in sharing information and keeping people informed

Planning & Organizing:

- Develops clear goals that are consistent with agreed strategies
- Identifies priority activities and assignments; adjusts priorities as required
- Allocates appropriate amount of time and resources for completing work
- Foresees risks and allows for contingencies when planning
- Monitors and adjusts plans and actions as necessary
- Uses time efficiently

Education

A high school diploma or equivalent is required. Technical qualification in Information Technology , Advanced ERP Business Intelligence Report Development or related area is desirable. Certificate or diploma as Umoja Security Liaison Officer, Local Process Expert Certification in Human Resources, Finance and Travel or related area is desirable.

Job Specific Qualifications

Work Experience

A minimum of ten (10) years progressively responsible experience in programme, project management, administration or information technology is required.

Experience in data analysis and in developing Key Performance Indicator reports is desirable.

Experience in monitoring and reporting on the implementation of projects is desirable.

Experience as SAP(Umoja) Security Liaison Officer is desirable.

Experience in user access provisioning and administration in SAP or similar ERP is required.

The minimum years of relevant experience is reduced to five (5) years for candidates who possess a first level university degree.

Languages

English and French are the working languages of the United Nations Secretariat. For the position advertised, fluency in English is required. Knowledge of French is desirable.

Assessment

Evaluation of qualified candidates may include an assessment exercise which may be followed by a competency-based interview.

Special Notice

This position is temporarily available for six months.

If the selected candidate is a staff member from the United Nations Secretariat, the selection will be administered as a temporary assignment.

While this temporary assignment may provide the successful applicant with an opportunity to gain new work experience, the selection for this position is for a limited period and has no bearing on the future incumbency of the post.

Staff members of the United Nations common system organizations who will reach the mandatory age of separation or retirement within the duration of the current temporary need

period are not eligible to apply. Submitting an application or selection for the current temporary job opening does not delay or increase the mandatory age of separation.

Retirees above the mandatory age of separation who wish to be considered for the current temporary job opening must indicate the reason for their last separation as "retirement." Such retirees shall not be employed by the Organization, unless (a) the operational requirements of the Organization cannot be met by staff members who are qualified and available to perform the required functions; and (b) the proposed employment would not adversely affect the career development or redeployment opportunities of other staff members and represents both a cost-effective and operationally sound solution to meet the needs of the service.

The United Nations Secretariat is committed to achieving 50/50 gender balance and geographical diversity in its staff. Female candidates are strongly encouraged to apply for this position.

United Nations Considerations

According to article 101, paragraph 3, of the Charter of the United Nations, the paramount consideration in the employment of the staff is the necessity of securing the highest standards of efficiency, competence, and integrity. Candidates will not be considered for employment with the United Nations if they have committed violations of international human rights law, violations of international humanitarian law, sexual exploitation, sexual abuse, or sexual harassment, or if there are reasonable grounds to believe that they have been involved in the commission of any of these acts. The term "sexual exploitation" means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. The term "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. The term "sexual harassment" means any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment, and when the gravity of the conduct warrants the termination of the perpetrator's working relationship. Candidates who have committed crimes other than minor traffic offences may not be considered for employment.

Due regard will be paid to the importance of recruiting the staff on as wide a geographical basis as possible. The United Nations places no restrictions on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. The United Nations Secretariat is a non-smoking environment.

The paramount consideration in the appointment, transfer, or promotion of staff shall be the necessity of securing the highest standards of efficiency, competence, and integrity. By accepting an offer of appointment, United Nations staff members are subject to the authority of the Secretary-General and assignment by him or her to any activities or offices of the United Nations in accordance with staff regulation 1.2 (c). In this context, all internationally

recruited staff members shall be required to move periodically to discharge new functions within or across duty stations under conditions established by the Secretary-General.

Applicants are urged to follow carefully all instructions available in the online recruitment platform, inspira. For more detailed guidance, applicants may refer to the Manual for the Applicant, which can be accessed by clicking on "Manuals" hyper-link on the upper right side of the inspira account-holder homepage.

The evaluation of applicants will be conducted on the basis of the information submitted in the application according to the evaluation criteria of the job opening and the applicable internal legislations of the United Nations including the Charter of the United Nations, resolutions of the General Assembly, the Staff Regulations and Rules, administrative issuances and guidelines. Applicants must provide complete and accurate information pertaining to their personal profile and qualifications according to the instructions provided in inspira to be considered for the current job opening. No amendment, addition, deletion, revision or modification shall be made to applications that have been submitted. Candidates under serious consideration for selection will be subject to reference checks to verify the information provided in the application.

Job openings advertised on the Careers Portal will be removed at 11:59 p.m. (New York time) on the deadline date.

No Fee

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, OR TRAINING). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON APPLICANTS' BANK ACCOUNTS.