

Posting Title : INFORMATION MANAGEMENT OFFICER, FS-6, FS6
Job Code Title : INFORMATION MANAGEMENT OFFICER
Department/ Office : Regional Service Centre at Entebbe
Location : ENTEBBE
Posting Period : 12 November 2019-26 November 2019
Job Opening number : 19-IST-RSCE-125720-R-ENTEBBE (M)
Staffing Exercise : N/A

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

Org .Setting And Reporting

This position is located in United Nations Regional Service Centre, Entebbe within the Systems, Quality Assurance and Performance Reporting Unit and the incumbent will report to the Chief of the Unit.

Responsibilities

Within delegated authority, the Information Management Officer (Business Intelligence Reporting 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 Business Intelligence 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 process and procedures, across RSCE, to ensure information is recognized and utilized as assets.
- Extract data from Data Warehouse in order to design reports and information including the following:
 - MS reporting and tools like Excel, PowerPoint, Access, SAP, and BI
- Facilitate the user access provisioning process for end users, working closely with stakeholders to determine appropriate roles.
- Ensures proper granting and deprovisioning of umoja roles.
- Troubleshoots role mapping issues prior to escalation.
- Performs other duties as required.

Competencies

Professionalism:

- Ability to provide support of the continuous improvement of RSCE service delivery performance quality, process efficiencies, drive standardization, and enable management to make informed decisions through regular performance monitoring and accurate and timely performance reporting. Ability to support the re-engineering businesses processes and their continuous improvement. - - Knowledge of process efficiency improvement methods.
- Ability to drive standardization and service delivery by monitoring and reporting performance against targeted service levels.
- 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.

Work Experience

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

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

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

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

Experience in user access provisioning in SAP or similar ERP is desirable.

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.

Assessment

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

Special Notice

The United Nations Secretariat maintains rosters of qualified and available candidates to fill anticipated job openings in peacekeeping operations, special political missions, and other field operations. The purpose of this job opening is to generate a list of qualified candidates for inclusion in the Information Management Officer FS-6 roster. The entire assessment process takes an average of six months; all applicants will be notified in writing of the outcome of their application (whether successful or unsuccessful) within 14 days of the conclusion of the process. Successful candidates will be placed on the roster and subsequently will be invited to apply for field mission vacancies open only to roster members. Roster membership does not guarantee selection.

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.

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.

