



VACANCY ANNOUNCEMENT

Job Opening Reference: RSCE/GJO/IM/012/06/2017

Issuance Date: 30 June 2017

Deadline Date: 30 July 2017

Type of contract: Fixed Term Appointment

Duration: 1 Year

Department: Regional Service Centre Entebbe (RSCE)

Scheduled date for taking up appointment: ASAP

Title: Associate Information Management Officer	Grade: NO-B	Duty Station: Entebbe, Uganda
<u>PLEASE NOTE THAT THIS IS A LOCALLY-RECRUITED POSITION, RESTRICTED TO UGANDAN NATIONALS AND/OR LEGAL RESIDENTS OF UGANDA</u>		
Women are strongly encouraged to apply		

- Equally-qualified female candidates will be given priority for selection (DPKO Under-Secretary General's Policy Statement on Gender Mainstreaming).

Org. Setting and Reporting

The Position is located in the Regional Service Centre Entebbe (RSCE). The incumbent will report to the Chief of Unit.

Main Duties and Responsibilities

Within delegated authority, the Associate Information Management Officer will carry out the following duties:

- Tracks progress achieved for Key Performance Indicators (KPIs) during monthly reporting cycles in terms of data acquisition, processing and integration into final draft report.
- Extracts data from various information systems (including Field Support Suite (FSS) Business Objects/ FSS-BO DataMart, RSCE Workflow Tracking System, iNeed, Umoja, import into SQL data warehouse through ETL, program queries and create monthly and quarterly KPIs reports within preset deadlines. Create charts, graphs or tables for insertion into management reports.
- Maintain and preserve integrity of raw data extracted from different systems in data warehouse as required to support data governance and audits.
- Creates and runs recurring and ad-hoc reports for various levels of management.
- Facilitates annual reporting in compliance with the Results Based Budgeting (RBB) Framework.
- Liaise with FSS data team for various data tasks and fulfillment of reporting requirements.
- Develop effective analytical reporting using data from multiple sources.
- Analyze reports to ensure accuracy and quality for decision making.
- Play a leading role in the optimization and automation of reports, as well as related process improvement and cost reduction projects.

- Gather and document business requirements for KPIs as well as systems requirements for new or improved features in reporting systems.
- Maintain and optimize all existing management reports used by the Unit, including cataloging for future reference all underlying raw data inventory and workings.
- Create and maintain detailed definitions of all RSCE monthly and quarterly KPIs' methodologies containing data source, composition, calculations and measurement criterias (both RBB and operational) used by the Unit for RSCE reporting.
- Support process improvement/ re-engineering projects with depiction of processes and workflows, identification of efficiency opportunities and facilitate implementation with RSCE Service Lines.
- Support continued development of the RSCE Workflow Tracking System to enhance scalability, stability and performance measurements.
- Complete other special projects as assigned.
- Support end-users with service management tools (iNeed and RSCE Workflow Tracking System)
- Provide raw data to service lines for operational management.
- Support end-users in data manipulation tasks and reporting, which may include developing customized application to meet the requirement at hand.
- Provide training in SAP Business Objects, service management tools such as iNeed and RSCE Workflow Tracking System and Project Server.
- Provide other technical support as may be required from time to time.
- Delegate work to one staff member working in the capacity of Team Assistant and monitoring & reporting specialist
- Serve as Officer-in Charge during absence of the Unit leader
- Performs other duties as required.

Competencies:

- **Professionalism:** Supports programme objectives through preservation and servicing of records with continuing value in support of RSCE's operational, informational, legal and audit needs. Provides guidance to Secretariat and field mission offices on managing paper-based and electronic records. 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.
- **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.
- **Client Orientation:** Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; Establishes and maintains productive partnerships with clients by gaining their trust and respect; Identifies clients' needs and matches them to appropriate solutions; Monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; Keeps clients informed of progress or setbacks in projects; Meets timeline for delivery of products or services to client.

Qualifications

Education

- Advanced University Degree (Master's degree or equivalent), preferably in the field of Information Systems, Business Administration, or related field is required. An additional professional qualification in information management, information systems or data analysis and management is desirable.
- A first-level university degree in combination with an additional two (2) years of qualifying experience may be accepted in lieu of the advanced university degree. An additional professional qualification in information management, information systems or data analysis and management is desirable.

Work Experience

- For holders of an Advanced University Degree (Master's degree or equivalent), at least two (2) years of progressively responsible professional experience in data analysis or systems analysis or programmer role demonstrating strong analytical and problem solving skills including the ability to formulate solutions to non-routine problems is required.
- A minimum of four (4) years progressively relevant professional experience in case of a first-level university degree.
- Advanced skills and experience in Microsoft Excel, Word and PowerPoint and a working knowledge of Visio and data analysis and management, programming or systems analysis and management within an international organization or non-governmental organization - in a conflict or post-conflict setting is required.
- Practical and in-depth knowledge and experience in SAP Business Objects, SQL programming or Crystal Reporting in an international setting is required.
- Experience in a shared service center is desirable.

Languages

- English and French are the working languages of the United Nations Secretariat. Fluency in English or French, (both oral and written) is required; knowledge of the other is desirable.
- Knowledge of another official United Nations language is an advantage.

ADDITIONAL IMPORTANT COMMENTS.

Please note that failure to comply with the below will render your application invalid for this process.

1. All applicants must apply using a Personal History Profile generated from INSPIRA (visit <https://inspira.un.org>) as soon as possible after the job opening has been posted and well before the deadline stated in the job opening.
2. All applications must be accompanied by the following which MUST be provided at the time of submission:
 - Signed Personal History Profile (PHP) as generated from INSPIRA (visit <https://inspira.un.org> to generate an account and the PHP) submitted as a PDF or JPEG attachment to the document.
 - Latest performance evaluation report (for internal UN Candidates).
 - Copies of University Degrees, and other relevant certificates and diplomas.

3. PLEASE NOTE THAT ONLY APPLICATIONS SUBMITTED TO THE EMAIL ADDRESS: rsce2-recruitment@un.org WILL BE CONSIDERED. NO HAND-DELIVERED APPLICATIONS WILL BE ACCEPTED.
4. PLEASE ENTER THE REFERENCE OF THE JOB OPENING IN THE SUBJECT LINE OF YOUR E-MAIL.
5. Evaluation of qualified candidates will include an assessment exercise which may be followed by competency-based interview.
6. Each applicant must bear in mind that submission of incomplete or inaccurate applications will render that applicant ineligible for consideration for the job opening. Initial screening and evaluation of applications will be conducted on the basis of the information submitted. Applications cannot be amended following submission.
7. This position is funded for an initial period of one year and may be subject to extension. The position is OPEN TO NATIONALS OF UGANDA AND / OR LEGAL RESIDENTS OF UGANDA ONLY.
8. PLEASE NOTE THAT ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED FURTHER.