



## Vacancy Announcement INTERNATIONAL CIVIL AVIATION ORGANIZATION

VACANCY NOTICE PC 2011/03/P-4

DEADLINE FOR APPLICATIONS: 2 March 2011

POST TITLE: WEB MANAGEMENT OFFICER

DUTY STATION: Montréal

LEVEL: P-4

DATE FOR ENTRY ON DUTY: After 2 March 2011

POST NO. AND CCOG CODE: 7500.032/1.A.05.a.

**ORGANIZATIONAL UNIT:** Information and Communication Technology Section, Bureau of Administration and Services, Headquarters.

The Information and Communication Technology Section (ICT) is responsible for the planning, development and management of the information and communication technology services of the Organization, involving the implementation of strategies and policies for the modernization of the Organization's computer applications and systems and the introduction of integrated information management systems with a view to improve the efficiency and effectiveness of the Organization's business processes. The ICT Section is a service provider which plans, develops and manages the Organization's information systems and infrastructure, including internal networks and external communications. ICT establishes security, hardware and software standards, policies and guidelines for information systems and websites. The Section directs the IT staff at Headquarters and, to some extent, in the Regional Offices, in the development, implementation and maintenance of the Organization's strategic information systems.

### QUALIFICATIONS & EXPERIENCE – ESSENTIAL:

#### A. Academic qualifications

University degree in information technology or communications-related field and/or equivalent and relevant experience in website architecture, management, optimisation and development.

#### B. Professional experience and knowledge

1. Considerable experience (preferably 10 years) in website design and content management.
2. Strong knowledge of PRINCE 2 Project Management methodology. Certification is an asset.
3. Ability to apply and adapt contemporary web management applications and standards effectively into a worldwide organizational context.
4. Experience in relevant technology for websites (i.e., design, development concepts, management tools, operation, database, content publishing, podcasting, and related net technologies and protocols.
5. Experience leading development teams in-house, offshore, or outsourced.
6. Experience working with application service providers and hosted solutions.
7. A proven track record in running sites, implementing web projects, and overseeing web-based systems, including web-based applications with database driven applications.

#### C. Competencies

1. *Judgement/Decision-making:* Strong awareness of the demands of operating in an international environment. Ability to exercise mature judgement and to make sound decisions.
2. *Communication:* Ability to write clearly and concisely and to present articulate verbal reports and to prepare and deliver high-quality presentations.
3. *Teamwork:* Ability to work collaboratively with colleagues and to maintain harmonious working relations in a multinational environment.
4. *Planning and organization:* Ability to effectively manage and prioritize multiple projects simultaneously, pay attention to detail and work well under strict deadlines. Ability to work independently and in a fast-paced and changing environment.
5. *Client orientation:* Ability to establish and maintain partnerships with external collaborators and counterparts in international organizations, national administrations, professional organizations and industry partners. Demonstrated ability to work effectively in a consensus-based system. Ability to resolve and manage conflict successfully.
6. *Technological awareness:* Up-to-date knowledge of SharePoint systems, web 2.0 best practices, XHTML, NET, ASP.NET, SQL Server, Oracle systems, CSS/WCMS, and W3C standards required. Willingness and ability to keep abreast of new developments in professional field. Ability to use personal computers and contemporary software.

#### D. Standards of Conduct

*International outlook, character and integrity:* Adherence to and capacity to promote the values and framework of the UN Standards of Conduct for the International Civil Service and/or equivalent national or international standards of conduct.

#### E. Languages

Command of one of the languages of the Organization (Arabic, Chinese, English, French, Russian, Spanish).

### QUALIFICATIONS & EXPERIENCE – DESIRABLE:

#### Languages

A good working knowledge of a second language of the Organization (Arabic, Chinese, English, French, Russian, Spanish).

### MAJOR DUTIES

Under the general supervision of the Chief, ICT Section, the Web Management Officer will be responsible for developing, managing and maintaining the primary ICAO websites. He/she will create an Intranet and an Internet strategy to increase visibility and interactivity with staff and promote an open channel of information among different areas, agencies and levels of users. Within this strategy, he/she will develop and implement a link strategy and search engine optimization and identify ways of enhancing/improving ICAO's corporate Web presence, using effective information, intuitive navigation and a variety of high-quality digital assets. In particular, he/she will:

1. Oversee existing website content and design and propose innovative solutions in graphic design, functionality and usability; identify and analyze staff and client needs to meet business requirements; and conceptualize, design, develop and program web applications. Ensure the technical functioning and integrity of the dynamic websites, including administration, troubleshooting and support. Provide technical documentation and explanatory documentation for users.

**MAJOR DUTIES (cont.)**

2. Determine dataflow and develop the system design based upon system analysis and the specifications brought upon by the business process analysis. Develop integration of the Web design with existing systems to facilitate data sharing; and develop prototype of systems by creating underlying programming for websites and applications.
3. Provide support to ICAO's communication strategy by advising on how to facilitate coordination and reinforcement of joint UN communication activities through Web-enabled tools; ensure facilitation of knowledge building and knowledge sharing through identification and promotion of different systems and applications for optimal content management; and establish a knowledge sharing platform in order to fine-tune a content assignment schedule and content planning module and develop a strategy to meet increasing information needs.
4. Establish and maintain cooperative working relationships with other departments and partners by working with the focal points of other sections and units to plan and develop within the context of the Content Management System, dynamic, interactive web pages, site navigation strategies, incorporation of new sites, and upgrades for the overall website.
5. Manage and coordinate the work of teams and supervise consultants, and provide design support and technical advice on the creation and evolution of the ICAO websites and other digital media. Ensure applications meet all relevant industry standard security requirements for protection against hacking and other attacks.
6. Perform statistical analysis of usability and trends of the ICAO websites by evaluating and deploying tools for statistical analysis of website usage logs; developing and implementing data retention processes; creating automated processes for providing daily and monthly statistical reports on the Internet and Intranet websites.
7. Participate in planning and preparation of the budget, work programme and spending plan concerning web technology and its application; and initiate and oversee the development of Service Level Agreements (SLAs) between ICAO and providers such as OAG, IRCA, FAA and EUROCONTROL, for either specific web services or general technology support, including any charge back mechanisms.
8. Keep up to date on emerging trends and technologies for the Web and digital asset management systems, identifying and advising on new tools and approaches to benefit ICAO's corporate communication goals.
9. Perform other related duties, as assigned.

**DURATION OF APPOINTMENT:** Initial appointment will be on a three-year, fixed term basis (first year is probationary for an external candidate).

<b>REMUNERATION:</b> Level P-4	<u>Rate</u>	<u>Net Base Salary per annum</u>	+	<u>Post Adjustment (net) per annum</u>
	Single	U.S. \$67 395		U.S. \$38 692
	Dependency	U.S. \$72 373		U.S. \$41 550

Post Adjustment is subject to change.

**SUMMARY OF BENEFITS:** The ICAO Summary of Benefits may be viewed at <http://www.icao.int/icao/en/va/emplsum.htm>.

ICAO staff members are international civil servants subject to the authority of the Secretary General and may be assigned to any activities or offices of the Organization.

ICAO staff members are expected to conduct themselves in a manner befitting their status as international civil servants. In this connection, ICAO has incorporated the 2001 Standards of Conduct for the International Civil Service into the ICAO Personnel Instructions. A copy of the Standards of Conduct is available on the ICAO employment website at <http://www.icao.int/employment>.

**This vacancy is open to both female and male candidates. In order to increase the number of women at all levels, women are particularly invited to apply for vacant posts, as well as for roster evaluation for future vacancies.**

ICAO has established family-friendly policies for its staff members.

The statutory retirement age for staff entering or re-entering service after 1 January 1990 is 62. For external applicants, only those who are expected to complete a term of appointment will normally be considered.

**HOW TO APPLY**

Interested candidates should download and complete the ICAO Application-for-Employment Form. This is the basic document for evaluation of candidates and must be FULLY completed in order to be considered. If extra pages are needed, page no. 4 should be copied in the required number in order to complete the form.

ICAO staff members, as well as staff members from other UN International Organizations or Specialized Agencies, may submit with their application a scanned copy of their two latest annual performance appraisal reports.

**In all cases quote the vacancy notice number. Applications should be submitted with a letter demonstrating how your professional experience and competencies match those expressed in the vacancy notice.**

The form may be obtained by accessing the ICAO employment website at <http://www.icao.int/employment>.

For candidates appointed from other UN International Organizations or Specialized Agencies, transfer and/or secondment arrangements under the Inter-Agency Mobility Agreement may be considered.

**ONLY APPLICANTS WHO ARE UNDER SERIOUS CONSIDERATION WILL BE CONTACTED AND INTERVIEWED.**

Date of issue of Vacancy Notice: 2 February 2011