



## UNESCO CAREERS - INTERNAL CANDIDATES

### Vacancy notice

#### Title ASSOCIATE PROCESS OFFICER

**Domain :** Administration - Administration

**Post Number :** MSS 929

**Grade :** P1/P2

**Organizational Unit :** BUREAU OF MANAGEMENT OF SUPPORT SERVICES

**Primary Location :** FR-Paris

**Recruitment open to :** Internal and external candidates

**Type of contract :** Fixed Term

**Salary :** 46 027 EUR (Annual salary)

**Deadline (Midnight Paris Time) :** 14 July 2018

**UNESCO Core Values: Commitment to the Organization, Integrity, Respect for Diversity, Professionalism**

#### OVERVIEW OF THE FUNCTIONS OF THE POST

Under the overall authority of the Director of the Bureau for the Management of Support Services (MSS) and the direct supervision of the Chief, Document Management Section, the incumbent will be responsible for the proper coordination of workflow applications of the Document Management Section, the Translation Units, the Translation Operations Unit and the Conference and Cultural Events Management Section. More specifically, s/he will be expected to perform the following tasks:

- Analyse and review existing processes. Compile, analyse and assess users needs in order to conceive or adapt existing or future workflow applications whose end results will be efficiency, time saving, reduced risk of errors and more rationalized processes. Assist in the elaboration and maintenance of a strategic framework related to the evolution of the different tools and systems used.
- Prepare, draft and review after consultations/workshops/meetings with concerned parties, the functional specifications for the necessary development, modification or integration with/within existing or future workflow solutions.
- Liaise and coordinate with United Nations Headquarters and its different entities on the current and future status and evolutions of the workflow tools comprised within the eConference suite (eMeets, DCPMS, gDOC, eLuna, eAPG, MyConferencePortal). Liaise and follow up on the implementation of XML standard.
- Communicate and coordinate with internal and external services on urgent, ongoing and future needs, developments, upgrades, related to the workflows of documents, translation and events management activities.

#### COMPETENCIES

A successful candidate will be required to demonstrate the following competencies:

Accountability  
Communication  
Teamwork  
Innovation  
Results focus  
Planning and organizing  
Knowledge sharing and continuous improvement

For detailed information please consult the [UNESCO Competency Framework](#)

#### REQUIRED QUALIFICATIONS

##### Education

- Advanced university degree (Master's or equivalent) in the field of information technology, information management, knowledge management, publishing or related field. A first level university degree in combination with an additional two years qualifying experience may be accepted in lieu of the Advanced university degree.

##### Work Experience

- Minimum 2 years of relevant professional experience with online sharing and collaboration tools, within an environment of Conference, Translation and Document management, of which preferably 1 year acquired at international level.

##### Skills and competencies

- Strong analytical and problem-solving skills.
- Ability to establish priorities and to plan, coordinate and monitor own work plan.
- Ability to conduct training of users.
- Strong inter-personal skills; Strong drafting skills in English and/or in French. Ability to communicate effectively on complex technology issues.
- Ability to work efficiently under pressure and in a multitasking manner, respecting tight deadlines and delivering on the standards required.
- Integrity, reliability and sense of commitment.
- Very good IT skills including advanced knowledge of standard office software (Word, Excel, Powerpoint and Outlook).

##### Languages

- Excellent knowledge of English or French and good knowledge of the other language.

#### DESIRABLE QUALIFICATIONS

##### Work Experience

- Proven experience with the United Nations eConference Applications (DCPMS), eMeets, eLuna, eAPG.
- Experience with complex and multilingual environments for text and document processing.
- Experience with automated document and author text processing (XML authoring solutions).

##### Skills and competencies

- Knowledge of documents workflow management in the UN system.

Languages

- Knowledge of another UNESCO language (Arabic, Chinese, Russian and Spanish).

**BENEFITS AND ENTITLEMENTS**

UNESCO's salaries are calculated in US dollars. They consist of a basic salary and a post adjustment, which reflects the cost of living in a particular duty station and exchange rates.

Other benefits include: 30 days annual leave, family allowance, home travel, education grant for dependent children, pension plan and medical insurance. More details can be found on the [ICSC Website](#).

Please note that UNESCO is a non-smoking Organization.

**A WRITTEN EXAMINATION MAY BE USED IN THE EVALUATION OF CANDIDATES.**

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UNESCO is committed to promoting geographical distribution ( [last update](#)) and gender equality within its Secretariat. Therefore, women candidates are strongly encouraged to apply, as well as nationals from non- and under-represented Member States. Persons with disabilities are also encouraged to apply. Worldwide mobility is required for staff members appointed to international posts . UNESCO does not charge a fee at any stage of the recruitment process.