

# Job Description for Professional Posts

<b>Position:</b>	Associate IT Project Management Officer
<b>Grade:</b>	P-2
<b>Organizational Unit:</b>	Programme Management and Policy Section Division of Information Technology Department of Management
<b>Duty Station:</b>	Vienna
<b>Type/Duration of Appointment:</b>	JPO, FT, 1 year

## Organizational Setting

The Division of Information Technology is one of the six Divisions in the Department of Management. The Division of Information Technology provides support to the IAEA in the field of ICT (information and communication technology), including information systems for technical programmes and management. It is responsible for planning, developing and implementing an ICT strategy, for setting and enforcing common ICT standards throughout the Secretariat and for managing central ICT services.

The IAEA's ICT infrastructure comprises state-of-the art hardware and software platforms in a partially decentralized environment. The Division has implemented an IT service management model based on ITIL (IT Infrastructure Library) and PRINCE2 (Projects in a Controlled Environment) best practices.

The Programme Management and Policy Section (PMPS) manages the development of Agency ICT policies, standards and guidelines and coordinates ICT governance across the Secretariat. PMPS also provides project and product management and information architecture services to the Division of Information Technology.

## Main Purpose

Under the supervision of the Section Head and under the guidance of a Business Analyst/Project Manager, the Associate IT Project Management Officer (JPO) provides support for multiple initiatives. Specifically, he/she helps the section create and maintain ICT policy documentation in support of ICT governance initiatives and helps identify priority areas for improvement.

## Role

The JPO (1) reviews and modifies existing ICT policies and standards, and creates new text to update these policies and standards in line with international best practices; and (2) advises the Section Head and other senior managers in the Secretariat (both within and outside of MTIT) on other recommended policy actions.

## **Partnerships**

The JPO interacts with all parts of the Programme Management and Policy Section and Division of Information Technology to gather input and feedback on potential policy changes. In addition, the JPO interfaces with members of the legal, audit, publishing, public information, and marketing departments – in addition to other varied technical staff – to reconcile competing and contradictory viewpoints.

## **Functions / Key Results Expected**

With guidance and support provided by the Section Head, and in close collaboration with the relevant stakeholders, the JPO is expected to:

- Create policy documentation based upon priorities of the Division.
- Ensure required reports and drafts are produced and distributed to all identified stakeholders.
- Contribute to a managed workplace by producing and maintaining technical information, IT standards, service policies, and other request forms.
- Collaborate with other MTIT staff in the implementation of policies and standards for MTIT and IAEA-wide information, project and portfolio management

## **Knowledge, Skills and Abilities**

- Ability to demonstrate high ethical standards and support the IAEA values of professionalism, integrity and respect for gender and cultural diversity.
- Teamwork: Works collaboratively with colleagues and actively contributes to achieving team results.
- Communication: Understands the perspectives of others and communicates orally and in writing in a clear, concise and effective manner.
- Programme and Individual Performance: Uses initiative to clarify roles, priorities and results to be achieved.
- Ability to work effectively in a team and establish and maintain effective working relationships with sensitivity and respect for gender and cultural diversity.
- Highly effective written and verbal communication skills with a demonstrated ability to produce clear and concise written documents in English.
- Strong analytical skills and strategic thinking.
- Strong results orientation.
- Good interpersonal skills and people skills to deal effectively with customers, colleagues and other technical staff in a courteous and friendly manner.
- Strong organization and time management skills.
- Ability to deal with multiple, competing demands, and to multi-task.
- Ability to take on new tasks and responsibilities when necessary; can be flexible; is willing to learn. Interest in continual learning and improvement.

## **Education, Experience and Language Skills**

- University degree in information management, communications, business management, or a related field.
- At least two years of relevant professional experience.
- Recent graduates with appropriate training will be considered.
- Fluency in written and spoken English. Knowledge of another official IAEA language (Arabic, Chinese, French, Russian, Spanish) is an advantage.
- Knowledge of ITIL and PRINCE2, or similar service and project management standards is desirable.