

Consultancy Vacancy with UNISDR

Date of issue: 24 January 2013

ISDR/C/01/13

Post Title & Level: Analyst/Programmer Knowledge Management Systems

Duty station: Home-based

Duration: Six Months (renewable)

Deadline for applications: 14 February 2013

Date of entry: 15 March 2013

United Nations Core Values: Integrity • Professionalism • Respect for diversity

Background:

Created in December 1999, the United Nations Office for Disaster Risk Reduction and secretariat of the International Strategy for Disaster Reduction (UNISDR) is the designated focal point in the United Nations system for the coordination of disaster reduction and to ensure synergies among the disaster reduction activities of the United Nations and regional organizations and activities in socio-economic and humanitarian fields. Led by the United Nations Special Representative of the Secretary-General for Disaster Risk Reduction, UNISDR has around 100 staff located in its HQ in Geneva, Switzerland, and 5 regional offices and other field presences. Specifically, UNISDR coordinates international efforts in disaster risk reduction, and guides, monitors and reports on the progress of the implementation of the Hyogo Framework for Action; campaigns to create global awareness of disaster risk reduction benefits and empower people to reduce their vulnerability to hazards; advocates for greater investments in disaster risk reduction to protect people's lives and assets, and for increased and informed participation of men and women in reducing disaster risk; and informs and connects people by providing practical services and tools such as Prevention Web, publications on good practices, and by leading the preparation of the Global Assessment Report on Disaster Risk Reduction and the organisation of the Global Platform for Disaster Risk Reduction.

In partnership with the World Meteorological Organization (WMO) and with the support of the European Commission (Instrument for Pre-Accession assistance - IPA), UNISDR Regional Office for Europe (UNISDR Europe) is implementing a regional Disaster Risk Reduction (DRR) project "Building Resilience to Disasters in Western Balkans and Turkey".

In the context of the above-mentioned project, UNISDR Europe is hiring a Knowledge Management System (KMS) Expert who will support the implementation of the activities related to Task 2 of this intervention: "Strengthening the regional capacity and cooperation towards data and knowledge sharing on risk".

DUTIES AND RESPONSIBILITIES

Under the overall guidance of the Head of UNISDR Europe and direct supervision by the Programme Officer responsible for the implementation of the UNISDR-WMO project, the Knowledge Management System Development Expert will support the implementation of the activities envisaged in Task 2. This includes interaction and in depth discussion with representatives of regional initiatives such as the Disaster Prevention and Preparedness Initiative for South East Europe (DPPI SEE) and Senior Officials in IPA Beneficiaries who have responsibilities on DRR related issues and exchanges with UNISDR experts in Geneva.

The consultancy entails the following tasks:

Analysis and needs identification

In consultation with DPPI SEE, considering the feedback and necessity of the IPA Beneficiary countries the following actions are envisaged:

- Conduct interviews with key stakeholders and develop a structured user knowledge needs assessment survey to be circulated among the representatives of the IPA Beneficiaries to collect information on the expectations and needs of the main stakeholder and clients of the KMS.
- Analyse the survey results and present the findings in a report to be circulated to DPPI SEE and IPA Beneficiaries for feedback and inputs and endorsement of the services that the KMS shall provide.
- Consult with the UNISDR Information Management Unit (IMU) to ensure compatibility of the KMS and Content Management System with PreventionWeb content management standards.
- Conduct a content audit to identify existing content.
- Develop a workplan with clear deliverables and deadlines to deliver fully functioning KMS.

Deliverable: KMS user needs assessment report developed to communicate information and knowledge needs for the basis of technical development of the KMS web portal, including an audit of existing content.

System Infrastructure Architecture Development

- Identify users' requirements based on the user needs identified in the analysis and design of the KMS content, including data categorization and labelling of the information.
- Plan information architecture by studying the site concept, strategy, and target audience; envisioning architectural scheme, information structure and features, functionality, and user-interface design.
- Implements information architecture by preparing site map, wireframes and other deliverables to document the KMS structure and processes.
- Test the wireframes through paper prototyping with key stakeholders and modify as necessary.

Deliverable: The KMS architecture is completed and tested.

KMS Visual Design

- Based on the analysis and the agreed KMS architecture, develop the visual elements of the KMS web portal for feedback and inputs from the main stakeholders (UNISDR, IMU, DPPI SEE).
- Design the final web elements based on the comments and feedback received

Deliverable: KMS Web portal is designed in all its elements.

KMS Content Management System development

Phase 1:

- Scope desired needs against available resources to meet management requirements and priorities;
- Develop a workplan with clear deliverables and deadlines to deliver fully functioning KMS.
- Consult with the UNISDR Information Management Unit (IMU) to develop the information architecture and business rules for the development of a multi-lingual interface KMS to support identified user needs and ensure compatibility of the KMS and Content Management System with the information exchange and design standards of UNISDR's PreventionWeb portal; agree on the recommended hosting solution for the KMS portal to guarantee long term sustainability of the system and low maintenance costs.

Deliverable: KMS content management workplan developed and technical requirement of the system development agreed with UNISDR Information Management Unit.

Phase 2:

- Develop and design of the KMS content management system /database based on the deliverables of the design phase and in consultation with DPPI SEE and the IPA beneficiary translators.
- Test the KMS web portal and information/data management system to assure its full functionality in the base language (English) and in the language of the IPA Beneficiaries.
- Develop (in English) user-friendly guidelines to train main stakeholders in the use of the KMS web portal.
- Develop presentation material (such as a PowerPoint / video) on the use and capabilities of the web portal / KMS (in English).

Deliverable: i) KMS web portal is published online and fully functional in all its areas and multi-language interface. ii) Guidelines on the use of the web portal/KMS are fully developed along with presentation material.

- Assure that all content / programmes developed are handed over to UNISDR IMU and DPPI SEE.
- Train DPPI SEE Webmaster/IT officer in all aspects related to the maintenance of the KMS web portal.

Deliverable: All programmes material is handed over to UNISDR and DPPI SEE with the necessary instructions for the system maintenance.

Competencies:

Professionalism: 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.

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.

Technological Awareness: Fully proficient computer skills, particularly in using relevant programming languages, content management systems, information databases, internet services, and contact sources.

Qualifications:

Education

Advanced university degree (Master’s degree or equivalent) in disaster risk management, development studies, social sciences, economics, environmental management studies or other related fields. A first-level university degree in combination with qualifying experience may be accepted in lieu of the advanced university degree.

Work experience

Minimum of five years of progressively responsible professional experience in assessing user needs and requirements gathering for the development of websites, applications, tools or other related information services. Broad experience in conducting user needs analysis, requirements gathering, performing web content audits, developing content inventories, assessments, and analysis, computer applications and in the design, implementation and maintenance of complex systems; experience both at the national and international level and/or in the public and private sector preferred.

Languages

Fluency in written and spoken English is necessary. Knowledge of South Eastern European language and in particular Bosnian is desirable.

How to apply

Please email the following documents to the ISDR secretariat at: isdr-europe@un.org.

1. Cover letter, explaining why you consider yourself qualified and motivated for this particular assignment.
2. Completed personal history profile form (The P11 form can be downloaded from <http://www.unisdr.org/who-we-are/vacancies>).
3. It would be appreciated your stating your full name and the ISDR vacancy notice number (ISDR/C/26/2012) as the subject in your e-mail of application.

Please note that applications received after the deadline will not be accepted. Applicants will be contacted only if they are under serious consideration. The United Nations does not charge a fee at any stage of the recruitment process (application, interview meeting, processing, training or any other fees). The United Nations does not concern itself with information on bank accounts.