**IT Officer, Client Services I**

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| **Job # :** | 152452 |
| **Job Title:** | IT Officer, Client Services I |
| **Department / Division:** | ITSLE (ITSLE - IT Learning) |
| **Grade:** | GF |
| **Language Preferences:** | English [Essential] |
| **Location:** | Washington, DC |
| **Appointment:** | Local Hire |
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***To apply: Send CV to Natalya Kuznetsova on*** [***nkuznetsova@worldbankgroup.org***](mailto:nkuznetsova@worldbankgroup.org) ***by March 18, 2016. Female candidates are strongly encouraged to apply.***

**Background / General description:**

Innovation and partnership bond the five institutions of the World Bank Group (WBG): the International Bank for Reconstruction and Development (IBRD) and the International Development Association (IDA), which together form the World Bank; the International Finance Corporation (IFC); the Multilateral Investment Guarantee Agency (MIGA); and the International Centre for Settlement of Investment Disputes (ICSID). The World Bank Group is one of the world's largest sources of funding and knowledge for developing countries. It uses financial resources and extensive experience to help our client countries to reduce poverty, increase economic growth, and improve quality of life. To ensure that countries can access the best global expertise and help generate cutting-edge knowledge, the World Bank Group is constantly seeking to improve the way it works. Key priorities include delivering measurable results, promoting openness and transparency in development, and improving access to development information and data.

Information and Technology Solutions (ITS) enables the WBG to achieve its mission of ending extreme poverty by 2030 and boosting shared prosperity in a sustainable manner by delivering transformative information and technologies to its staff working in over 130 client countries. ITS services range from: establishing the infrastructure to reach and connect staff and development stakeholders; providing the devices and agile technology and information applications to facilitate the science of delivery through decentralized services; creating and maintaining tools to integrate information across the World Bank Group, the clients we serve and the countries where we operate; and delivering the computing power staff need to analyze development challenges and identify solutions. The ITS business model combines dedicated business solutions centers that provide services tailored to specific World Bank Group business needs and shared services that provide infrastructure, applications and platforms for the entire Group. ITS is one of three VPUs that have been brought together as the World Bank Group Integrated Services (WBGIS), to provide enhanced corporate core services and enable the institution to operate as one strategic and coordinated entity.

Communications, Learning, Service Management & Program Reporting (ITSLM) provides top strategy, communication, outreach, IT learning, IT service management and program reporting and monitoring services to support ITS in fulfilling its mission to the WBG. In particular, the unit is tasked with: raising awareness, understanding and excitement about ITS services, solutions and business value; maximizing ITS delivery capacity by providing oversight, coordination and integration for IT service management across ITS; providing robust and comprehensive program reporting and monitoring.

Within ITSLM Department, IT Learning Unit (ITSLE) designs, facilitates and delivers programs and learning support for ITS staff and for ITS’ end user community. For ITS staff, IT Learning provides programs and resources to help them achieve professional development objectives in line with the ITS strategy. For the WBG end user community, IT Learning provides overall technology advocacy and training programs, establishes and disseminates best practices in using technology effectively and efficiently, and facilitates technology deployments and improvements to ensure the best possible IT customer experience for WBG staff. IT Learning is also responsible for the Information Security Awareness & Training program for WBG.

Note: If the selected candidate is a current Bank Group staff member with a Regular or Open-Ended appointment, s/he will retain his/her Regular or Open-Ended appointment. All others will be offered a 3 year term appointment.

**Duties and Accountabilities:**

* Designs and delivers technology training materials and courses for business applications supporting WB and IFC Operations. Curates professional learning materials for ITS Staff and leadership.
* Provides course administration service for events involving IT learning with the support from course administrators. Gathers Learning data and prepares periodic reports and dashboards with detailed analytics for ITS Leadership Team.
* IT Learning Consulting: Reviews new IT project proposals, identifies the learning requirements by consulting with Program/Project Managers, and develops learning plans with cost estimates for the purpose of project budgeting.
* Provides expertise in Learning Management Systems (LMS). Evaluates products that integrate with LMS to enhance IT Learning Service. Leads the implementation of solutions to expand IT learning capabilities, ensuring compliance with WBG systems and technical specifications and standards. Supervises and monitors the work of staff and outside vendors to develop these solutions.
* Applies the concepts of usability/learnability, in relationship, to the design and development of software applications. Remains current in regards to industry trends, standards and best practices.
* Facilitates strategy sessions and organizes communities and coordinates activities involving IT learning practice.
* Event Planning: Leads the planning and implementation of IT Learning Workshops, IT learning Weeks/Forum/Conferences for IT professionals and Executive Briefings for IT leadership.

Plus:

* Manages small to medium sized learning projects or be a contributor to projects led by others.
* Provides technical guidance and mentorship to team members.

**Selection Criteria:**

* + Master's degree with 5 years relevant experience or Bachelor’s Degree with a minimum of 7 years relevant experience in an IT Organization.
  + Proven expertise in the design and development of IT Learning materials.
  + Proven expertise in producing learning reports for management using the information available through a Learning Management System (LMS) and Corporate ERP Systems is required.
  + Proven experience in planning and implementing learning events, conferences and forums for professionals in a corporate setting.
  + Proven work experience in employing innovative learning technologies and solutions effectively in corporate environment.
  + Good facilitation skills in workshops and large meetings in developing strategies or forming working groups for large projects.
  + Experienced in supervising work of staff and outside vendors to develop eLearning products.
  + Deep knowledge of industry trends, standards and best practices in modern instructional technologies.
  + Has broad understanding of the concepts of User Experience (UX) in relationship to the design and development of software applications. Having experience (at least two years) in this area in an enterprise setting is a plus.
  + Excellent client orientation, understanding and advising skills.
  + Excellent analytical thinking skills.
  + Excellent communication skills both written and spoken in English.
  + Outstanding presentation skills in providing learning to adult audience in a corporate environment.

**Required Competencies:**

* + Client Understanding and Advising - Looks at issues from the client’s perspective and advocates for clients within own area so others to focus on meeting client needs.
  + Learning Orientation - Stays abreast of new trends and developments in own specialty area, the broader industry, and experiments with new approaches or emerging technological solutions to current business needs.
  + Broad Business Thinking - Maintains an in-depth understanding of the long term implications of decisions both for related areas within the VPU and the client’s business. Involves key players in identifying operating needs, issues and immediate solutions.
  + Business Function Knowledge - Proposes technical plans that are aligned with business objectives and technical requirements.
  + Compliance with Standards - Reviews reports of client use and adherence to rules and standards.
  + Negotiation - Conducts research and benchmarking in preparation for negotiations of significant impact and involving multiple parties.
  + Risk Management - Identifies potential risks and develops preventive plans for procedural activities.
  + Strategic Relationship - Interacts with clients in order to identify opportunities that meet organizational and technological needs, as well as meet internal criteria for best practice that meet the client's specific operational requirements as they relate to its organizational.
  + Vendor and Alliance Management - Coordinates effective workflows and processes with one or more vendor and/or alliance partners.
  + Lead and Innovate - Develops innovative solutions.
  + Deliver Results for Clients - Proactively addresses clients’ stated and unstated needs.
  + Collaborate Within Teams and Across Boundaries - Collaborates across boundaries, gives own perspective and willingly receives diverse perspectives.
  + Create, Apply and Share Knowledge - Applies knowledge across WBG to strengthen solutions for internal and/or external clients.
  + Make Smart Decisions - Interprets a wide range of information and pushes to move forward.

The World Bank Group is committed to achieving diversity in terms of gender, nationality, culture and educational background. Individuals with disabilities are equally encouraged to apply. All applications will be treated in the strictest confidence.

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