



**World Health Organization/Organización Mundial de la Salud
Pan American Sanitary Bureau/Oficina Sanitaria Panamericana**

POST DESCRIPTION

**Job Identification: CCOG 1.A.02.f
Job Profile: J1704**

Duration of Post: Limited
 Indefinite

<i>Title</i>	<i>Category</i>	<i>Position Number</i>	<i>Grade</i>	<i>Duty Station</i>
Technical Officer, Strategic Analytics and Process Optimization	PRFP	P18268	P02	Washington D.C.

OBJECTIVE OF THE OFFICE/DEPARTMENT

The RRF special program comprises two funds - Revolving Fund for Access to Vaccines (RF) and Strategic Fund for Public Health Supplies (SF). The special program is designed to facilitate cross-functional integration, collaboration, and optimization of processes and value-added services between the SF and RF, addressing the new and evolving strategic and technical needs of Member States for vaccines and strategic public health supplies. The RF is a technical cooperation mechanism that ensures equitable access to safe, effective, and affordable vaccines through the pooling of vaccine demand from Member States. The SF is a technical cooperation mechanism to improve access to quality-assured, safe, effective, and affordable essential medicines and strategic public health supplies. The RF and SF provide technical cooperation to Member States throughout the supply chain and are central components of PAHO's strategy to move towards Universal Health.

ORGANIZATIONAL CONTEXT

The Technical Officer, Strategic Analytics & Process Optimization is a member of the Regional Revolving Funds (RRF), instrumental in translating RRF's mission to expand affordable, quality-assured access to vaccines, medicines, and health technologies across the Americas into evidence-based portfolio decisions and scalable operational models. Embedded within a cross-organizational unit tasked with developing and operationalizing the Regional Revolving Funds, the incumbent reports to the Chief, Strategic Fund and works closely with advisors, PRO, FRM, ITS, country offices, and relevant PAHO functional counterparts, as well as external partners to lead and support high-quality demand and market intelligence, horizon-scanning, and business-case development to inform management decisions (including allocation of Lines of Credit and Capital Account etc), new product-portfolio introductions, and market-shaping interventions. The incumbent also supports the design and operationalization of strategic KPIs, executive dashboards, and decision packages for senior management. He/she also conducts advanced scenario and sensitivity analyses (pricing, lead-time, demand shocks) to inform and de-risk procurement and market-shaping strategies. The specialist will review end-to-end quantification and source-to-settle workflows, propose automation and policy reforms, pilot new operating models, and coordinate with the information and technical teams to actualize the proposed solutions. The incumbent will be supporting change-management programs, including but not limited to stakeholder mapping, communications, training, and adoption metrics, to secure sustained uptake of new tools and practices across RRF, PAHO teams, and Member States. Through this integrative remit, the Technical Officer ensures that strategic analytics and optimized processes directly strengthen RRF's affordability, availability, scalability, and institutional resilience.

SUMMARY OF RESPONSIBILITIES

Under the general supervision of the Executive Manager, Special Program, Regional Revolving Funds (RRF), and the direct supervision of the Chief, Strategic Fund for Public Health Supplies (RRF/SF), the incumbent is responsible for, but not necessarily limited to, the following assigned duties:

- a) Coordinate and support demand and market analyses, as well as horizon scanning, with internal and external stakeholders to identify emerging health technologies and product classes suitable for RRF intervention,

- leveraging demand consolidation, market-shaping strategies, and strategic usage of the Capitalization Account/Line of Credit (LoC) to expand access for these health technologies for our Member States;
- b) Coordinate with cross-functional teams to develop evidence-based business cases that support the optimization of the RRF portfolio to meet the evolving needs of RRF to support Member States;
 - c) Develop and conduct high-impact modeling and sensitivity analyses (pricing, lead times, demand, and LoC financing scenarios) that support operational management, market-shaping strategies, and decision-making for the RRF management team;
 - d) Support the definition, design, and validation of core performance frameworks and KPIs (affordability, availability, scalability, operational efficiency), executive dashboards, and strategic reporting for the RRF;
 - e) Support end-to-end process reviews and reengineering across quantification, source-to-settle, supply chain management workflows, recommend automation, and policy/SOP changes in close coordination with the operations, information, and relevant technical teams;
 - f) Support stakeholder engagement and change management, including but not limited to stakeholder mapping, communication strategies, training, adoption metrics, and post-implementation continuous improvement cycles, ensuring sustainable uptake of new processes and tools;
 - g) Ensure close integration with operations, information, and relevant technical teams to translate strategic analyses into operational reporting and tool requirements;
 - h) Perform other related duties, as assigned.

KEY BEHAVIORAL COMPETENCIES

Overall attitude at work: Maintains integrity and takes a clear ethical approach and stance; demonstrates commitment to the Organization's mandate and promotes the values of the Organization in daily work and behavior; is accountable for work carried out in line with own role and responsibilities; is respectful towards, and trusted by, colleagues and counterparts.

Teamwork: Collaborate and cooperate with others. - Works collaboratively with team members and counterparts to achieve results; encourages cooperation and builds rapport; helps others when asked; accepts joint responsibility for the teams' successes and shortcomings. Identifies conflicts in a timely manner and addresses them as necessary; understands issues from the perspective of others; does not interpret/ attribute conflicts to cultural, geographical or gender issues.

Respecting and valuing individual differences: Treats everyone with dignity and respect, fostering positive relationships with everyone. Reflects on personal behavior to avoid stereotypes and considers situations from the perspective of others.

Communication: Express oneself clearly when speaking/Write effectively/Listen/Shares knowledge - Quality and quantity of communication targeted at audience. Listens attentively and does not interrupt other speakers. Adapts communication style and written content to ensure they are appropriately and accurately understood by the audience (e.g., power-point presentations, communication strategies, implementation plans). Shares information openly with colleagues and transfers knowledge, as needed.

Knowing and managing yourself: Manages stress/Invite feedback/Continuously learn - Remains productive even in an environment where information or direction is not available, and when facing challenges; recovers quickly from setbacks, where necessary. Manages stress positively; remains positive and productive even under pressure; does not transfer stress to others. Seeks feedback to improve knowledge and performance; shows self-awareness when seeking and receiving feedback; uses feedback to improve own performance. Seeks informal and/or formal learning opportunities for personal and professional development; systematically learns new competencies and skills useful for job; takes advantage of learning opportunities to fill competencies and skill gaps.

Producing Results: Deliver quality results/Take responsibility - Produces high-quality results and workable solutions that meet clients' needs. Works independently to produce new results and sets own timelines effectively and efficiently. Shows awareness of own role and clarifies roles of team members in relation to project's expected results. Makes proposals for improving processes as required and takes responsibility for own work and/or actions, as necessary. Demonstrates positive attitude in working on new projects and initiatives. Demonstrates accountability for own success, as well as for errors; learns from experience.

Moving forward in a changing environment: Propose change/Adapt to change - Suggests and articulates effective and efficient proposals for change as needed when new circumstances arise. Quickly and effectively adapts own work approach in response to new demands and changing priorities. Is open to new ideas, approaches and working methods; adjusts own approach to embrace change initiatives.

TECHNICAL EXPERTISE

- Strong qualitative and quantitative research skills with proven ability to diagnose root causes, design practical solutions, and manage multiple, concurrent projects to deliver under tight timelines.
- Strong pooled-procurement mechanism, market-shaping, and supply-chain management expertise and experience in vaccines, medicines, diagnostics, and health technologies.
- Strong analytical capability to identify patterns and trends, translating findings into actionable insights.
- Practical knowledge of Risk-Based Management and/or Theory of Change concepts and tools, outcome formulation and indicator development, and the use of performance frameworks to monitor activities, outputs, outcomes, and impact.
- Experience mapping, reengineering, and automating business processes to improve efficiency, reduce risk, and adapt operations to evolving organizational needs.
- Support and follow up on change-management activities, stakeholder analysis, communication plans, training, and adoption metrics to ensure sustainable uptake of new systems and processes.
- Mature judgement and conceptual skills to synthesize technical and managerial inputs into clear recommendations for senior management and boards.
- Excellent professional writing and oral presentation skills, with experience producing technical briefs, persuasive documents, and executive-level presentations for internal and external stakeholders.
- Proven capacity to work effectively on multidisciplinary teams, convene technical and administrative partners, and translate technical outputs into operational improvements.

EDUCATION

Essential: A bachelor's degree in industrial/systems engineering, supply-chain/logistics, public health, business administration, or any other field related to the functions of the post, from a recognized university.

Desirable: A master's degree in a relevant field like supply chain management, business administration (MBA), and public health would be an asset.

EXPERIENCE

Essential: Five years of combined national and international experience in end-to-end supply- and value-chain management to improve access to health technologies for Member States, encompassing project management, monitoring & evaluation, administration, strategic planning, and process improvement in the public or private sector.

Desirable: Experience in a UN/multilateral environment, coordinating cross-functional change programs would be an asset.

LANGUAGES

Very good knowledge of English or Spanish with a working knowledge of the other language. Knowledge of French and/or Portuguese would be an asset.

IT SKILLS

Demonstrated advanced ability in BI (Power BI/Tableau), SQL and/or Python/R for analytics, cloud data warehouses, ERP/reporting (Workday), and master-data management expertise. Other IT skills and knowledge of software programs such as Microsoft Excel, Outlook, OneDrive, PowerPoint, Teams, SharePoint, and Word are considered essential.