



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

POST DESCRIPTION

**Job Identification: CCOG 1.A.05.a
Job Profile: J0971**

**Duration of Post: Limited
 Indefinite**

<i>Title</i>	<i>Category</i>	<i>Position Number</i>	<i>Grade</i>	<i>Duty Station</i>
Procurement Systems Specialist	PRFP	P16419	P02	Washington, D.C.

OBJECTIVE OF THE OFFICE/DEPARTMENT

The Department of Procurement and Supply Management (PRO) provides technical, managerial and strategic guidance for the purchasing and contracting actions of PAHO Headquarters, Country Offices, and Centers. PRO is responsible for sourcing, vendor relationship management, and procure-to-pay cycle of the Pan American Health Organization/World Health Organization Regional Office of The Americas (PAHO/WHO). PRO also develops and oversees implementation of the Organization’s procurement policies and procedures in order to promote the effective use of the Organization’s resources ensuring transparent, ethical and cost-effective procurement in compliance with PAHO’s rules and regulations.

ORGANIZATIONAL CONTEXT

The incumbent is a member of the Procurement and Supply Management Department (PRO), supporting the implementation of the activities included in the Entity’s Biennial Work Plan (BWP). The work involves a thorough understanding of administrative business processes related to the procure-to-pay process, including service e-procurement systems, contracts, logistics, etc. The incumbent works in close coordination with the immediate supervisor and must be able to effectively communicate any modifications to a procurement system in order to assist in the assessment of their impact on internal control and related requirements. Work requires the development of satisfactory solutions to identified system-related problems through a consultative process with system “owners” and programmers, and requires active participation in the planning, coordination, testing and implementation of agreed upon solutions. The incumbent will provide support to users to retrieve information for statistical and analytical purposes. Decisions on difficult assignments will be sought at the initiative of the incumbent. The objectives of work are defined by the supervisor, and work is evaluated upon completion of professional accuracy.

SUMMARY OF RESPONSIBILITIES

Under the general supervision of the Director, Procurement and Supply Management (PRO), and the direct supervision of the Specialist, Procurement Operational Excellence & Policy (PRO), the incumbent is responsible for, but not necessarily limited to, the following assigned duties:

Systems Monitoring & Coordination

- a) Monitor procurement systems activities; respond to user queries and resolve issues in coordination with ITS, vendors, and stakeholders.
- b) Liaise with system providers and internal teams on system performance, enhancements, and interfaces.
- c) Track task completion and address performance issues with responsible parties.

Systems Enhancements & Analysis

- d) Review and analyze system change requests; ensure alignment with procurement policies.
- e) Provide input on system requirements and participate in defining enhancements.
- f) Evaluate user proposals for system improvements and recommend cost-effective solutions.

Testing & Implementation

- g) Support testing and validation of ERP enhancements prior to production release.
- h) Monitor implementation and ensure proper documentation and user acceptance testing.
- i) Conduct ongoing testing to ensure system stability.

Process Improvement & Reporting

- j) Analyze business processes and recommend efficiency improvements.
- k) Prepare reports, metrics, and documentation on system performance and updates.

Innovation & Platforms

- l) Review and support RPA, AI, and SharePoint-based procurement solutions.
- m) Contribute to continuous system and process improvements.

User Support & Training

- n) Provide first-line support for system issues, including annual/biennial closures.
- o) Troubleshoot problems, identify root causes, and test solutions.
- p) Develop and deliver training and user guidance materials.

Other Duties

- q) Provide backup support when required.
- r) Perform other related tasks, 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

- Advanced knowledge of procurement information systems and their application within organizational environments.
- Proven ability to translate procurement policies, theory, and principles into effective system configurations and solutions.
- Strong proficiency in databases and data tools (e.g., Access, SQL) and in developing front-end reporting and visualization solutions using Excel, Power BI, SharePoint, and Tableau.
- Solid understanding of Enterprise Resource Planning (ERP) systems and their integration with procurement and administrative business processes.
- Demonstrated ability to design and deliver user training programs, including development of technical guidance and training materials.
- Excellent communication skills, with the ability to produce high-quality reports, technical documentation, and deliver clear, persuasive presentations to senior stakeholders.

EDUCATION

Essential: A bachelor's degree in information systems, computer science, procurement/supply management, business administration or any other field related to the functions of the post, from a recognized university.

Desirable: Training in administrative systems would be an asset.

EXPERIENCE

Essential: Five years of combined national and international work experience in administrative, procurement or financial systems in the private or public sector.

Desirable: Experience in managing an e-Tendering system, Analytics with Power BI/Tableau, Robotic Process Automation (RPA), Artificial Intelligence (AI) Collaboration Portal (SharePoint) and working in an ERP environment would be an asset.

LANGUAGES

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

IT SKILLS

Demonstrated ability to effectively use current technology and software, as well as Enterprise Resource Planning (ERP). Advanced expertise in Microsoft Excel (e.g., pivot tables, Power Query, macros) and strong working knowledge of Power BI for data analysis, reporting, and dashboard development. IT skills and knowledge of software programs such as Microsoft Excel, Outlook, OneDrive, PowerPoint, Teams, SharePoint, and Word are considered essential.