

 Pan American Health Organization  World Health Organization REGIONAL OFFICE FOR THE Americas		World Health Organization/Organización Mundial de la Salud Pan American Sanitary Bureau/Oficina Sanitaria Panamericana POST DESCRIPTION		
Job Identification: CCOG 2.1.05.c Job Profile: J2067		Duration of Post: ☒ Limited ☐ Indefinite		
Title	Category	Position Number	Grade	Duty Station
IT Advisor, Digital Products and Platforms, Procurement Funds	PRFN	P19294	P04	Washington, DC

OBJECTIVE OF THE OFFICE/DEPARTMENT

The Information Technology Services Department (ITS) provides leadership, direction, and support in the use of information technology (IT) systems and services to support the Pan American Health Organization in carrying out its mandate. ITS is also responsible for information and cyber security across the organization. ITS establishes and maintains IT-related strategies, policies, standards, and procedures. The department ensures the effective and efficient provision of information technology and telecommunication services across a geographically dispersed environment.

ORGANIZATIONAL CONTEXT

The incumbent is a member of the Information Technology Services Department (ITS) and provides senior product and platform leadership for the digital solutions that support PAHO's Regional Revolving Funds (RRF) program, including the Member States Portal. The RRF support Member States in securing access to vaccines, essential medicines, and strategic public health supplies. The position acts as the accountable product and platform lead within ITS across strategy, delivery, transition to operations, service performance, and continuous improvement. The incumbent brings together Procurement Funds business owners, ITS teams, strategic partners, and other service providers to ensure that responsibilities, decision rights, service levels, and escalation paths are explicit and that the platforms are reliable, secure, scalable, supportable, and aligned with PAHO enterprise standards. The role combines product management, program governance, and sufficient technical depth to challenge assumptions, anticipate non-functional and operational requirements, and recommend options rather than simply execute requests. The incumbent is expected to assess the current platforms and operating model, establish a prioritized improvement roadmap, strengthen reporting to governance bodies, and identify responsible opportunities for innovation, including data, automation, and artificial intelligence.

SUMMARY OF RESPONSIBILITIES

Under the general supervision of the Director of Information Technology Services (ITS) and the direct supervision of the Senior Advisor, Applications Development and Support (ITS/AT), the incumbent is responsible for, but not necessarily limited to, the following assigned duties:

- Provide strategic leadership for the Procurement Funds digital product portfolio, establishing and evolving the product vision, strategy, outcome measures and multi-year roadmap within the Organization's strategic and technology frameworks, aligned with business priorities, Member State needs and the PAHO Information Technology Strategy;
- Establish and govern an end-of-end product and platform operating model across the Regional Revolving Funds, ITS, UNICC, and other providers, including clear accountability, decision rights, handoffs, service ownership, and escalation paths from implementation through production operations;
- Lead a structured current-state assessment of the Member States Portal and related solutions, covering architecture, Azure configuration, cybersecurity, data and integrations, availability, performance, monitoring, technical debt, user experience and accessibility, support arrangements, cost, and provider obligations; translate

findings into a prioritized improvement roadmap with owners, dependencies, risks, timelines, and investment implications;

- d) Manage the product roadmap, release plan, and prioritized backlog, balancing business value and user needs with security, compliance, reliability, maintainability, lifecycle risk, technical debt, and operational capacity; provide proactive advice and constructive challenge proposals when alternative approaches would better serve the Organization;
- e) Establish and maintain integrated program and delivery controls, including scope, milestones, dependencies, resources, budget, risks, issues, assumptions, decisions, and change control; hold internal teams and service providers accountable for commitments and corrective actions;
- f) Provide concise, evidence-based reporting to the Steering Committee and other governance bodies on delivery status, service health, expenditures and forecasts, benefits, risks, delays and root causes, corrective actions, decisions required, and accountable owners;
- g) Define and agree with measurable product and service outcomes, including adoption, availability, response time, transaction success, error rates, support performance, and user satisfaction; establish service-level objectives and indicators and use them to guide priorities and continuous improvement;
- h) Ensure that robust end-to-end monitoring and observability are implemented for production services, including appropriate logs, metrics and traces, health dashboards, synthetic availability tests, performance and capacity monitoring, alert thresholds and routing, and regular validation of monitoring coverage;
- i) Govern production service management practices, including incident, problem, change, release, configuration, capacity, vulnerability, backup, disaster recovery, and business continuity management; ensure that runbooks, support procedures, knowledge repositories, escalation mechanisms, and post-incident reviews are current and effective;
- j) Lead the performance management of UNICC and other implementation or managed-service providers, including clarification of statements of work, service-level and operational-level agreements, acceptance criteria, service reviews, demand and financial management, escalation, remediation, and knowledge transfer;
- k) Ensure that solution designs and changes comply with PAHO enterprise architecture, cybersecurity, privacy, accessibility, data governance, integration and API, documentation, and technology standards, obtaining specialist review and approval when required;
- l) Engage Member States, business and process owners, users, and technical teams to validate needs and outcomes; use product analytics, service data, user research, testing, and feedback to improve usability, adoption, and value, and lead related change management and training activities;
- m) Manage budgets, forecasts, licensing, cloud consumption, procurement activities, and total cost of ownership for the product portfolio in coordination with ITS and Procurement Funds management, presenting transparent investment options and expected benefits;
- n) Continuously assess relevant technology trends and proactively propose, test, and evaluate improvements, including responsible uses of automation, data, and artificial intelligence, using clear business cases, measurable success criteria, and appropriate governance, privacy, security, and ethical safeguards;
- o) Provide directions to PAHO personnel and external resources assigned to the product team by setting clear objectives, establishing accountability, resolving delivery or technical impediments, promoting collaboration, and ensuring knowledge sharing and continuity;
- p) 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.

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.

Teamwork: Collaborate and cooperate with others - Works collaboratively with team members and counterparts to achieve and build rapport; helps others when asked; accepts joint responsibility for the team's successes and shortcomings.

Communication: Write effectively/Share knowledge - Writes down ideas in a clear, structured, logical and credible way; drafts and supports the development of guidelines, policies and procedures. Shares relevant information openly

and ensures that the shared information is understood; considers knowledge sharing as a constructive working method and demonstrates awareness of the Organization.

Producing Results: Work efficiently and independently/Deliver quality results - Monitors own and others' work in a systematic and effective way, ensuring required resources and outputs. Aligns projects with Organization's mission and objectives. Consistently solves own and team's problems effectively as needed. Proactively engages in projects and initiatives, accepting demanding goals, in line with Organizational Strategies and Program of Work. Demonstrates accountability for work of team and sets an example, while explicitly articulating lessons learnt for own and team's benefit.

Ensuring effective use of resources: Strategize and set clear objectives/Monitor progress and use resources well - Sets specific, measurable, attainable, realistic and timely objectives for own team and/or the Organization; systematically analyses and anticipates priority projects for own team and allocates necessary resources to achieve them; identifies the cross-Organizational resources needed for large- scale projects in line with key Organizational objectives. Anticipates foreseeable changes and adapts own and team's projects in the face of unforeseen circumstances and/ or challenges; creates measures and criteria to monitor progress of overall projects against key Organizational objectives; creates cost-effective solutions for the Organization.

Building and promoting partnerships across the Organization and beyond: Develop networks and partnerships and encourage collaboration - Builds and negotiate strategic partnerships and alliances with a wide range of key stakeholders to ensure Organizational results and success. Creates innovative opportunities for promoting synergies inside and outside the Organization to improve Organizational success.

TECHNICAL EXPERTISE

- Extensive experience leading complex, enterprise-grade digital products or platforms across the full lifecycle, from strategy and implementation through production operations, stabilization, adoption, and continuous improvement.
- Demonstrated ability to translate business strategy and user needs into a product vision, outcome measures, roadmap, release plan, and prioritized backlog while balancing value, risk, reliability, and technical debt.
- Proven expertise in product and program management of enterprise digital platforms, including product strategy, roadmap development, backlog prioritization, and benefits realization.
- Strong command of IT service management practices (e.g., ITIL), including service ownership, SLA/OLA management, incident and problem management, and platform observability and monitoring.
- Demonstrated expertise governing outsourced and managed service providers, including contract management and vendor performance management.
- Proficiency with modern projects, program, and change management practices and tools, including structured delivery governance and executive-level reporting to steering committees.
- Ability to provide authoritative strategic advice and cross-functional leadership, including the ability to constructively challenge business stakeholders and shape technology direction.
- Extensive knowledge and practical experience in systems analysis, the software development life cycle, application security, data management, and API-driven integration.
- Proven expertise in cloud computing technologies and cloud solution architecture, including cloud cost management.
- AI fluency, including the evaluation, governance, and compliance of AI-enabled solutions.
- Demonstrated ability to provide professional and managerial leadership to technical staff and cross-functional teams.
- Strong proven professional oral and writing skills, including the development and delivery of reports, oral presentations, and technical/persuasive documents for consideration at all levels of the Organization.

EDUCATION

Essential: A bachelor's degree in computer science, information systems, information technology, engineering, business administration, or a related area, and a master's degree in a field related to the functions of the post from a recognized university.

Desirable: Proven training or certification in Product Management, IT Service Management (e.g., ITIL), Project and Program Management (e.g., PMP, PRINCE2, MSP), Cloud Technologies, and/or Data Science would be an asset.

EXPERIENCE

Essential: Nine years of combined national and international progressively responsible experience in information technology, digital product or platform management, or digital transformation, including at least five years leading complex enterprise platforms or programs with responsibility for both delivery and post-go-live service outcomes. Demonstrated experience managing external implementation or managed-service providers; conducting platform or operating-model assessments; and establishing governance, monitoring, and improvement roadmaps for cloud-based solutions.

Desirable: Experience with procurement, supply chain, finance, or public health platforms; multi-country or international organizations; and the turnaround or stabilization of a challenged program or production service would be assets.

LANGUAGES

Fluency in English and a working knowledge of Spanish. A knowledge of French and/or Portuguese would be an asset.

IT SKILLS

- Experience with Microsoft Azure cloud services and governance is essential, including working knowledge of Azure Monitor, Application Insights, Log Analytics, alerts, dashboards or workbooks, or comparable observability and application performance management tools.
- Proficiency with product and program management tools and practices, including Agile, Scrum or Kanban methods, roadmap and backlog management, dependency tracking, risk and issue management, and portfolio-level reporting.
- Working knowledge of IT service management and site reliability concepts and tools, including service-level management, incident, problem, change and release processes, configuration information, and operational reporting.
- Working knowledge of enterprise web applications, APIs and integrations, identity and access management, application security, relational data and analytics, and DevSecOps or CI/CD practices; hands-on software development or system administration is not required.
- Advanced ability to use Microsoft 365 collaboration tools and data visualization or reporting tools to maintain transparent plans, decisions, performance measures, and executive dashboards.
- Familiarity with artificial intelligence, machine learning, and automation products, including responsible AI governance, evaluation, security, and lifecycle management, would be an asset.