

JOB DESCRIPTION

PART A

1 Job Identification CCOG 1.A.05.b
Job Profile: J1750

Duration of Post: ☐ Indefinite
☒ Limited

Title	Category	Position Number	Grade	Duty Station
Business Solutions Specialist	PRFP	5985	P.3	Washington, D.C.

2 Objective of the Office/Department

Information Technology Services (ITS) provides leadership and direction in the deployment of information and communication technologies and systems to support the Pan American Health Organization/Regional Office of the Americas of the World Health Organization (PAHO/WHO) in carrying out its mandate. Furthermore, ITS establishes and maintains strategies, policies, standards, and procedures to ensure the effective and efficient provision of information and communication services in a geographically dispersed environment.

3 Organizational Context *(Describe the work environment, the role of the individual within the team –team member, specialist, advisor, facilitator, coordinator/manager, representative, expert, authority in the field, etc.) available guidelines and degree of independence, nature and purpose of contact within and outside the Organization.*

Within the PAHO/WHO framework, the incumbent is responsible for supporting proper and efficient functioning of the PASB information systems by providing technical solutions to the business process experts and business owners and ensuring that business areas' feedback is taken into consideration for efficient maintenance of these software platforms. The incumbent must be able to provide technical consulting services to PMIS (PASB Management Information System built on the Workday platform) and other enterprise platforms (including Microsoft O365/Azure) by acting as Subject Matter Expert (SME) for the software applications and support the business process experts through the entire lifecycle from requirements through release to production. He/she will be required to work in close collaboration with IT colleagues, external vendors, and business process experts to assist them in ensuring that digital solutions are integrated with the PAHO business environment and other applications.

4 Summary of Responsibilities

Under the general supervision of the Senior Advisor, Applications Development and Support (ITS/AT), and the direct supervision of the IT Advisor, Business Solutions and Integrations Architect (ITS/AT), the incumbent is responsible for, but not necessarily limited to, the following duties:

- Design, develop, configure, and lead the deployment of projects, IT solutions, systems integrations and enhancements, in collaboration with functional areas and external providers; provide support to business applications, as required;
- Liaise with business area representatives to understand the business needs; assess systems architecture currently in place and work with technical professionals to recommend and design solution architecture that meets business needs and follows Enterprise Architecture (EA) principles;
- Provide technical support for the efficient functioning of the PASB Management Information System (PMIS), by providing solutions to business areas; document business processes, identify goals and gaps, and translate this into technical requirements and solutions for PMIS enhancements and revisions, in close collaboration with business process experts;
- Provide technical support to PMIS integrations, data analytics, Workday security and business process administration; use IT tools to develop interfaces and integrations between all components of PMIS; develop reports, KPIs and dashboards using PAHO's corporate tools;
- Provide technical lead to external vendors that develop business solutions and applications for PAHO;
- Leverage business knowledge and expertise in the analysis of technology trends and current vendor updates to identify opportunities for process improvements, keep functional areas informed, and assist with the deployment of vendor updates;

Continued.../...

Description and Classification approval

Signature _____
Title **HR Specialist, HRM**

Date _____

PART B

Post/Assignment: 5985

RECRUITMENT PROFILE

(minimal level needed for effective completion of the job)

PAHO VALUES: Equity, Excellence, Solidarity, Respect, Integrity.

5 Key Behavioral Competencies *(List and describe, in order of priority, five to seven essential competencies to perform the job).*

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/Deal effectively with conflict - Creates team spirit; promotes collaboration and open communication in the team; proactively supports others; welcomes team responsibilities and drives team results; promotes knowledge sharing in the team. Proactively identifies conflicts and facilitates their resolution in a respectful manner; tactfully resolves conflicts between or with others and takes action to reduce any possible tension; effectively builds a rapport with individuals and teams, establishing good personal and professional relationships, as well as minimizing risk of potential conflict.

Respecting and promoting individual and cultural differences: Relate well to diversity in others and capitalize on such diversity - Treats all people with dignity and respect. Relates well to people with different cultures, gender, orientations, backgrounds and/or positions; examines own behavior to avoid stereotypical responses; considers issues from the perspective of others and values their diversity.

Communication: Express oneself clearly when speaking/Listen/Write effectively/Share knowledge - Foresees communication needs of audience and targets message accordingly. Facilitates open communication; encourages others to share their views openly and takes time to understand and consider their views. 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/Take responsibility - Prioritizes work, monitors own progress against objectives and adapts plans as required; communicates adjustments as necessary. Acts proactively and stimulates action as needed; handles problems effectively and constructively. Produces high-quality results and workable solutions that meet clients' needs. Works independently to produce new results and sets own time lines 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 - Actively supports Organizational change initiatives and demonstrates personal commitment to them, including when faced with new demands; proposes workable solutions to challenging situations. Engages in positive responses to a changing environment and promotes workable solutions to achieve own and team's results. Welcomes, and actively seeks to apply, new ideas, approaches and working methods and technologies in order to improve own and/or team's work processes and results; demonstrates commitment to Organizational change initiatives.

6 Technical Expertise *(List and describe, in order of priority, the abilities required to perform the job).*

- Theoretical and proven technical and analytical skills in systems analysis and design, application development and configuration, systems documentation, and management of systems development projects. Good knowledge of the software development life cycle using the Agile methodology.
- Ability to review and accurately evaluate new technology and systems options available to the Organization to be used in advancing the objectives defined for information systems and be able to translate system requirements into functional systems.
- Significant experience in IT project management including initiatives with multiple platforms, processes, and cross-functional teams including external team members.
- Thorough understanding of administrative business processes such as Budget, Accounting, Payroll, Finance, Human Resources, and Procurement. Skills in specific products should include Enterprise Resource Planning (ERP) such as Workday, SAP, Oracle or similar. In addition: Business process analysis, MS Office 365 and cloud technologies.
- Strong professional oral and writing skills, including the development of reports, oral presentations, and technical/persuasive documents for consideration at the highest levels of the Organization.
- A thorough knowledge of Windows operating systems, Internet Information Services, Web and API Services Standards, Object Oriented Models, MS SQL databases and modern development technologies.

7 Education (Qualifications)

Essential: A bachelor's degree in computer science, information systems, systems engineering or in any other field related to the functions of the position, from an accredited institution.

Desirable: Workday training or certification would be an asset.

8 Experience

Essential: Seven years of combined national and international progressively responsible experience in the management and support of enterprise business processes and information technology services.

Desirable: Experience in ERP implementation would be an asset.

9 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.

10 IT Skills

- Demonstrated ability and skills using MS Windows and office 365 applications including SharePoint, Power BI and DevOps. Demonstrated abilities with cloud solutions involving serverless applications/compute, cloud software architecture and Software as a Service (SaaS). Knowledge in Azure environment would be an asset.
- Knowledge of Business Intelligence and Data Analytics technical architectures. Design and implementation of reporting and analytical solutions. Business Processes analysis and modeling. Ability to engineer and design solutions across enterprise architecture and across diverse technologies.

Continuation of Summary of Responsibilities

- g) Participate in IT related change management activities and go live support processes;
- h) Facilitate collaboration sessions with respective business owners, business process experts, vendors and end-user representatives;
- i) Review and evaluate proposals for Information Technology projects at PAHO; make recommendations to ensure cost effective implementation of solutions that would add value to PAHO operations;
- j) Collaborate with the information security team to ensure platforms and solutions are in alignment with information security standards and policies;
- k) Identify and mitigate risks in business processes and technology;
- l) Advocate, implement and document information technology standards, best practices and innovation trends;
- m) Perform other related duties, as assigned.