POSITION INFORMATION

Post Title:	Data Management Officer	Vacancy Notice:	2018/48/P 105843
Level:	P-3	Posting period:	30 October 2018 – 2 December 2018
Duty Station:	Montreal	Date for entry on duty:	As Soon As Possible

Special Notice:
The ICAO Assembly recently reaffirmed its commitment to enhancing gender equality and the advancement of women by supporting UN Sustainable Development Goal 5 **"Achieve gender equality and empower all women and girls."**

Female candidates are strongly encouraged to apply for ICAO positions, especially in the Professional and higher level categories.

THE ORGANIZATIONAL SETTINGS

The Bureau of Administration and Services (ADB) plays a lead role in the effective and efficient administrative management of the Organization by ensuring the provision of high-quality physical and human resources, by applying the highest standards of work ethics and conduct, and by using results based management skills and tools to support the Organization in implementing its Strategic Objectives, in order to serve all stakeholders of the world aviation community.

The Information and Administrative Services (IAS) Division falls under the auspices of the Bureau of Administration and Services (ADB) and is headed by the Director, IAS (DD/IAS) who has responsibility for planning, developing and implementing an information management strategy, setting and enforcing common ICT standards throughout the Organization, and efficiently and effectively managing central services to support the various business needs of the Organization.

The Enterprise Technology Section (ETS), under the management of the Chief, ETS (C/ETS), reports directly to the DD/IAS and is a service provider which plans, acquires or develops and manages the Organization's enterprise applications and systems. Key activities of the Section include the establishment of basic infrastructure and networking; software development and support for enterprise applications; ERP and Web management as well as Regional Offices support.

The Data Management Officer reports to the Head of the Infrastructure Unit within the ETS Section. The incumbent is responsible for the management and technical oversight for databases and the organization's Relational Database Management Systems (RDBMS) platforms. The incumbent will also lead the ongoing organizational effort to consolidate its data within the context of an Enterprise Data Management(EDM) project and provide the necessary groundwork for the establishment of a Data Governance Framework for the organization. The incumbent will interact with end users, data and system owners as well as process stakeholders at various levels within the organization.

MAJOR DUTIES AND RESPONSIBILITIES

Function 1 (incl. Expected results)

Provides technical oversight of Data Management and Data Governance efforts for the organization, achieving results such as:

- Liaise with stakeholders across the organization to drive the establishment of a comprehensive organizational Data Management Framework including drafting and publishing of relevant documents.
- Plan, control and deliver data and information assets within the context of an Enterprise Data Management process for end users, application and data owners as well as other stakeholders across the organization.
- Provide background information and research on roles, responsibilities, and authority required for a successful Data Governance Programme for the organization to allow for continuous and effective data management and usage.
- Create processes for resolving data issues towards enabling users to make decisions based on high-quality data and well-managed information assets.

Function 2 (incl. Expected results)

Contributes to Organizational Data Architecture Analysis & Design, achieving results such as:

- Prepare Terms of Reference and support stakeholders in the creation of Terms of Reference for Data Architects who oversee the design of data architecture and definition of data integration needs across system landscapes.
- Develop in conjunction with other technical experts, standard processes and operating procedures for accessing, retrieving and exchanging data with Cloud and on-site data platforms.
- Provide advice and support on data products' production pipelines to the Aviation Data and Analysis (ADA) Section, the Revenue and Product Management (RPM) Section as well as other substantive units dealing with data products with respect to approach, data quality assurance, sustainability and sourcing of background data.

Function 3 (incl. Expected results)

Provides technical oversight and management of the organization's Big Data Initiatives and platform, achieving results such as:

- Manage the Organization's Big Data platform in the cloud and on-site, ensuring optimized use of available disk spaces and processing capacity.
- Undertake research on latest technology developments in Big Data across industries, especially in the aviation domain and share acquired insights with stakeholders throughout the organization by organizing training workshops and through regular contributions to internal collaboration platforms.
- Participate and contribute to UN initiatives and forums in the areas of Data Innovation, research and Big Data.
- Support the drafting and production of relevant Data Access and usage policies including parameters for business logic and policies used to manage data life cycle in conjunction with data owners and Information security teams.

Function 4 (incl. Expected results)

Manages and maintains the Enterprise Data Management (EDM) environment including its data warehouse, achieving results such as:

- Manage and maintain the RDBMS in use at the organization especially MS SQL Server and Oracle, including tuning, regular updates/patches and account management.
- Manage the installation, configuration and upgrading of Microsoft SQL Server/Oracle server software and related products.
- Establish and maintain backup and recovery policies and procedures for databases.
- Coordinate Business Intelligence (BI) implementation initiatives including standardized framework for data Extraction, Transformation and Loading (ETL) as applied across the Organization's application landscape.
- Consolidate prior organizational efforts at harmonization of ICAO and Aviation Data including the management of existing data marts, ERDs and Data Dictionaries.
- Provide troubleshooting assistance and second-level support for RDBMS issues.
- Advise system and application owners on best practices for data management and support them in defining and implementing solutions for the data integration needs of their systems.
- Coordinate the work of project and development teams within work area.

Function 5 (incl. Expected results)

Supports the initiation, planning and specification of aspects of the organizational business strategy to drive best practice data management including Meta-Data Strategy and Master Data Management Strategy, achieving results such as:

- Act as main point of contact and technical lead for the publication of ICAO/Aviation data in the UN data forum, (undata.org) using SDMX and other specified standards.
- Ensure that the Operational Data Custodians and Data Managers define the business standards for their data and ensures that data sources are properly documented and metadata published.
- Ensure data quality through the strategic management of data throughout its lifecycle.
- Assist in the hiring and selection process for new staff and consultants within work area.
- Serve as main point of contact and service delivery manager for organization-wide Data Management Services.

Function 6 (incl. Expected results)

Performs other related duties, as assigned.

QUALIFICATIONS AND EXPERIENCE

Education

A first-level university degree, preferably in information technology, or a related field, is required.

Professional experience

Essential

- Six years of experience in the analysis, development, implementation and support of Web-based and client/server computer information systems as Developer or System Analyst, Business Analyst or Database Administrator.
- Six years of professional experience with Data Warehouse implementation or management.
- Six years of professional experience with Microsoft technology: Windows, SharePoint, Active Directory, IIS, ETL tools (SQL Server Integration Services)
- Six years of professional experience in relational and Business Intelligence (BI) data modelling in a complex data structure environment with Oracle and SQL Server databases.
- Experience with common underlying technologies for Big Data implementation; to ingest/collect, store, Map and Reduce data.
- PRINCE 2 practitioner or PMP certification.

Desirable

- Professional experience with electronic workflows.
- Prior experience working with Aviation related data is an advantage.
- A proven track record in implementing BI solutions.

Languages

Essential

- Fluent reading, writing and speaking abilities in English.

Desirable

- A working knowledge of a second language of the Organization (Arabic, Chinese, French, Russian, or Spanish).

COMPETENCIES

Professionalism: Knowledge of information technology management, particularly in systems analysis, database design and data administration and management; strong analytical and problem-solving skills; knowledge of PRINCE 2 Project Management methodology and ITIL; knowledge of Business Intelligence solutions and trends in Big Data solution implementation; shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.

Communication: Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style, and format to match the audience; demonstrates openness in sharing information and keeping people informed.

Teamwork: Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

Accountability: Takes ownership of all responsibilities and honours commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

Technological Awareness: Keeps abreast of available technology; understands applicability and limitations of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

CONDITIONS OF EMPLOYMENT

It should be noted that this post is to be filled on a fixed-term basis for an initial period of three years (first year is probationary for an external candidate).

ICAO staff members are international civil servants subject to the authority of the Secretary General and may be assigned to any activities or offices of the Organization within the duty station.

ICAO staff members are expected to conduct themselves in a manner befitting their status as international civil servants. In this connection, ICAO has incorporated the 2001 Standards of Conduct for the International Civil Service into the ICAO Personnel Instructions. A copy of the Standards of Conduct as well as the summary of benefits is available on the ICAO employment website at http://www.icao.int/Employment

The statutory retirement age for staff entering or re-entering service after 1 January 2014 is 65. For external applicants, only those who are expected to complete a term of appointment will normally be considered.

Remuneration:	Level P-3	Net Base Salary per annum	+	Post Adjustment (net) per annum(*)
		USD $59,151		USD $22,832

(*) Post Adjustment is subject to change.

HOW TO APPLY

Interested candidates must complete an on-line application form. To apply, please visit ICAO's e-Recruitment website at: https://careers-new.icao.int.

NOTICE TO CANDIDATES

ICAO does NOT charge any fees or request money from candidates at any stage of the selection process, nor does it concern itself with bank account details of applicants. Requests of this nature allegedly made on behalf of ICAO are fraudulent and should be disregarded.