



Issued on: 10 October 2017

Deadline For Application: 24 October 2017

JOB TITLE: Senior User Experience Designer

TYPE OF CONTRACT: Consultant or PSA.SBS

DUTY STATION: Italy, Rome

ORGANIZATIONAL UNIT: Information Technology Division (CIO)

DURATION: Up to 11 Months

FAO seeks gender, geographical and linguistic diversity in its staff and international consultants in order to best serve FAO Members in all regions.

Qualified female applicants and qualified nationals of non-and under-represented member countries are encouraged to apply.

Persons with disabilities are equally encouraged to apply.

All applications will be treated with the strictest confidence.

Organizational Setting

The Information Technology Division (CIO) is responsible for all IT activities within the Organization. CIO performs on behalf of the Organization the following critical roles: defining FAO IT policies and providing strategic advice on IT architecture and standards, governance, policy and operational matters while monitoring organizational compliance; defining the mechanisms for managing FAO's information and data; protecting FAO's information assets and ensuring confidentiality, integrity and availability; ensuring provision of IT services that are core for the Organization's global operations and supporting the information and business processes; coordinating organization-wide IT activities in order to reduce duplication and fragmentation and to increase integration of information data, systems and platforms, mobilizing IT resources from across the Organization.

Reporting Lines

Under the direct supervision of the Information Technology Officer (Development area), the candidate will act as Senior User experience design performing the following functions.

Technical Focus

The Senior User Experience Designer is responsible for leading the definition and execution of the Digital Strategy for the Organization, liaising with business units to identify and review proposals, and promoting innovative use of ICT in the Organization in conjunction with external Partners.

Tasks and responsibilities

- Lead the Digital Services Design effort of the Agricultural Services and Digital Inclusion in Africa project to identify useful content, usable delivery mechanisms and implement used digital solutions.
 - Build a framework of cooperation and facilitate collaboration between FAO and strategic partners to provide people in rural and remote areas access to the best and most suitable experiences with ICTs in order to reduce the lack of information and communication.
 - Advice, discuss and provide technical expertise on User Experience (UX) and Digital Services Design approaches, frameworks and best practices, with a focus on Digital Value Added Services in the field.
 - Liaise with internal and external partners with respect to all matters related to the communication and engagement efforts of the Agricultural Services and Digital Inclusion in Africa project.
 - Lead the effort to identify, provide recommendations and assess the usability and mobile delivery mechanisms of digital platform solutions for key FAO technical information and knowledge to reach the last mile.
 - Facilitate further uptake of ICTs in agriculture by advocating national e-Agriculture Strategies.
 - Promote the creation of innovative environments that bring together stakeholders in the development and sharing of ideas, resources and ICT solutions aimed at improving livelihoods and incomes of rural communities.
 - Propose a feasible Mobile First approach and lean digital solutions for key FAO information sources.
 - Liaise with external Experts in webinars and conduct presentations and represent CIO/FAO in external fora and official meetings.
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CANDIDATES WILL BE ASSESSED AGAINST THE FOLLOWING

Minimum Requirements

- **For Consultants:** Advanced university degree in Computer Science, IT Engineering, Professional Software Engineer, Social sciences or closely related discipline.
For PSA: University degree or relevant educational certification in Computer Science, IT Engineering, Professional Software Engineer, Social sciences or closely related discipline.
- **For Consultants:** Working knowledge of English and limited knowledge of one of the following, French, Spanish, Arabic, Chinese, or Russian.
For PSA: Working knowledge of English.
- 10 years of relevant experience in User Experience (UX) technical implementation

FAO Core Competencies

- Results Focus
- Teamwork
- Communication
- Building Effective Relationships
- Knowledge Sharing and Continuous Improvement
- Ability to work under pressure and with very strict deadlines
- Ability to assimilate and analyse information efficiently and effectively
- Ability to work effectively in a multi-cultural team environment with a strong focus on results
- Ability to communicate effectively in English

Technical/Functional Skills

- Proven track record in delivering end to end digital solutions
- Expert knowledge in the management of Information System technologies, best practices and data collection, dissemination and visualization tools
- Ability to prepare low-fidelity, mid-fidelity and high-fidelity prototypes
- Solid understanding of lean UX design principles and best practices

Selection Criteria

- Extent and relevance of work experience in User Experience Design
- Extent and relevance of work experience in UX research, interaction design and prototyping
- Able to operate effectively in a team, contributing positively to team operations and working relationships
- Sound oral and written communication skills
- Interview will be carried out to further evaluate the candidates

Please note that all candidates should adhere to *FAO Values of Commitment to FAO, Respect for All and Integrity and Transparency*.

ADDITIONAL INFORMATION

- All applications will be reviewed and qualified applicants will be contacted for interviews.
- Payment conditions: The daily honorarium will be paid monthly on when-actually-employed basis and will be defined depending on relevant qualifications and work experience within a range from 300 USD to 450 USD
- FAO does not charge a fee at any stage of the recruitment process (application, interview meeting, processing).
- Incomplete applications will not be considered. If you need help, or have queries, please contact: iRecruitment@fao.org
- Applications received after the closing date will not be accepted.
- Only language proficiency certificates from UN accredited external providers and/or FAO language official examinations (LPE, ILE, LRT) will be accepted as proof of the level of knowledge of languages indicated in the online applications.
- For other issues, visit the FAO employment website: <http://www.fao.org/employment/home/en/>

HOW TO APPLY

To apply, visit the iRecruitment website at <http://www.fao.org/employment/irecruitment-access/en/> and complete your online profile. Only applications received through iRecruitment will be considered.

Candidates are requested to attach a letter of motivation to the online profile.

Vacancies will be removed from iRecruitment at 23:59 Central European Time (CET) on the deadline for applications date. We encourage applicants to submit the application well before the deadline date.

If you need help, or have queries, please contact: iRecruitment@fao.org

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