



The recruitment policy of the WTO is to seek to attract and retain staff members offering the highest standards of competence, efficiency and integrity. As an Equal Opportunities Employer, the WTO gives full regard to merit and diversity.

Vacancy Notice No.: EXT/F/16-83

Issued on: 24 November 2016

Title: Head of Applications Solutions Branch

Application Deadline (CET): 22 December 2016

Grade: 10

Division: Information and Technology Solutions (153)

Contract Type: Fixed-term

Starting Salary: CHF 158,974 net per annum (approximate)

Duration: Two years with the possibility of extension

Other Conditions:

In accordance with WTO Staff Regulations and Staff Rules and WTO Pension Plan Regulations.

The World Trade Organization offers an attractive compensation package including an annual net salary (subject to mandatory deductions for pension contributions and health insurance), dependency benefits, pension plan, health insurance scheme, separation grant, and 30 days annual leave. Benefits for internationally recruited staff may include travel and removal expenses on appointment and separation, installation grant, education grant, rental subsidy, and home leave.

Additional information on the compensation package is provided on the WTO website:

http://www.wto.org/english/thewto_e/vacan_e/comp_package_e.pdf.

The Secretariat of the WTO is seeking to fill a position of Head of Applications Solutions Branch in the Information and Technology Solutions Division.

The IT Solutions Division aims at delivering best in class IT Services within the Secretariat ranging from infrastructure to applications. With close to 20 staff members, the Applications Solutions Branch takes up a little more than a third of the Division. It is a result of a recent re-organization bringing all groups in charge of applications under one Branch, in order to ensure optimal delivery applying modern technologies and methods. It is responsible for approximately 100 live applications including 10 mission critical ones, mixing off-the-shelves technologies (e.g. Oracle e:Business Suite, Qlikview) and custom built technologies (e.g. .Net + SQL with an increasing number of php and Open Source). Every year, it leads around 20 projects ranging in size from fifty thousand to one million Swiss Francs.

General Functions

Reporting to the Director of the Division, the incumbent is responsible for the following functions.

1. Lead a team of Relationships and Applications Managers, IT Applications Analysts and Developers. Organize the team and allocate the work. Coach and mentor the team members.
2. Establish and maintain a Secretariat-wide applications and data architecture. Assure compliance of technical solutions with the WTO technology architecture and standards. Keep up-to-date on the rapid changes in Information Technology and adapt accordingly. Establish and maintain a development standard.

3. Develop, implement and maintain Information Technology applications so as to enable the Secretariat to fulfil its mandate respecting the change management, project management standards and procurement rules. Coach staff to ensure delivery of projects on time, on budget and on scope and to ensure maintenance.
4. Establish and maintain relationships with external business partners so as to optimize maintenance and implementation timing, cost and quality and access to up-to-date competencies.
5. Establish and follow through on plans for the following:
 - Applications delivery and maintenance in collaboration with Secretariat divisions.
 - Organizational maturity improvements including but not limited to standards, processes, architecture evolution and use of external providers.
6. Coach staff to help divisional partners follow the project portfolio steps and to ensure compliance with procurement processes.
7. Establish Application Life cycle Management (ALM) standards and ensure that the team adheres to them.
8. Manage the budget of the Applications Solutions Branch: collaborate with the Director of the Division to establish the budget, stay within defined budget and provide accurate forecasts on end-of-year expenses.

REQUIRED QUALIFICATIONS

Education:

In addition to a basic university degree, theoretical knowledge and/or proven professional expertise equivalent to an advanced university degree in a scientific subject is required.

Knowledge and Skills:

Mastery of Business and Systems Analysis and Design.
Mastery in Application Life cycle Management (ALM) covering both development and maintenance.
Some knowledge of Enterprise Architecture.
Mastery in Project Management.
Vendor management skills.
Internal customer management skills.

The incumbent must have the ability to lead and manage a team of 15 to 25 technical experts, motivating them, setting objectives and managing their performance while remaining flexible and open to different points of view; to initiate, build and maintain collegial, respectful and professional relationships with colleagues and others both inside and outside the WTO; to persuade others to a point of view using facts; to present technical facts to both technical and non technical audiences; to cope with and resolve conflicts through interpreting provided guidelines on how to resolve them; and to work in a team where gaining the support of others is important to achieving her/his objectives.

Work Experience:

A minimum of ten years' experience in application development roles, including: a minimum of three years managing a team of developers; and a minimum of five years experience in an organization with a service oriented, collaborative and international culture.

Languages:

Proficiency in English and French, both written and spoken is required. A working knowledge of Spanish would be an advantage.

Additional Information:

The position may be offered at a lower grade if the selected candidate does not fully meet all the required qualifications.

Only applications from nationals of WTO Members will be accepted.

The WTO may use various communication technologies such as video or teleconference for the assessment and evaluation of candidates. The recruitment process may also involve the use of various forms of testing, assessment centres, interviews and reference checks.

Candidates not selected whose performance in the selection process nevertheless shows them to be suitable for a similar position may be kept on a roster for up to 18 months, and may subsequently be called upon as and when the need arises for additional resources.

APPLICANTS MAY BE REQUIRED TO SIT A WRITTEN EXAMINATION

APPLICANTS WILL BE CONTACTED DIRECTLY IF SELECTED FOR AN INTERVIEW

Please note that all candidates must complete an online application form.
To apply, please visit the WTO's E-Recruitment website at: <https://erecruitment.wto.org>.
The system provides instructions for online application procedures.

All applicants are encouraged to apply online as soon as possible after the vacancy has been posted and well before the closing date – Central European Time (CET) – stated in the vacancy announcement.

PLEASE NOTE THAT APPLICATIONS RECEIVED AFTER THE
CLOSING DATE WILL NOT BE ACCEPTED

The WTO is a non-smoking environment.