

Position Title : **Sr ICT Officer - Business Engagement - Business Relationship Management(Finance)**  
Duty Station : **Manila, Philippines**  
Classification : **Professional Staff, Grade P4**  
Type of Appointment : **Fixed term, one year with possibility of extension**  
Estimated Start Date : **As soon as possible**  
Closing Date : **18 July 2019**

**THE POSTING HAS BEEN ALREADY CLOSED. PLEASE DO NOT APPLY.**

*Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.*

IOM is committed to a diverse and inclusive work environment. Read more about diversity and inclusion at IOM at [www.iom.int/diversity](http://www.iom.int/diversity).

Applications are welcome from first- and second-tier candidates, particularly qualified female candidates as well as applications from the non-represented member countries of IOM. For all IOM vacancies, applications from qualified and eligible first-tier candidates are considered before those of qualified and eligible second-tier candidates in the selection process.

For the purpose of this vacancy, the following are considered first-tier candidates:

1. Internal candidates
2. External female candidates:
3. Candidate from the following non-represented member states:  
*Antigua and Barbuda; Cabo Verde; Comoros; Cook Islands; Cuba; Djibouti; El Salvador; Fiji; Gabon; Grenada; Guinea-Bissau; Guyana; Holy See; Iceland; Kingdom of Eswatini; Kiribati; Lao People's Democratic Republic (the); Lesotho; Libya; Marshall Islands; Mauritania; Micronesia (Federated States of); Montenegro; Namibia; Nauru; Palau; Papua New Guinea; Paraguay; Saint Kitts and Nevis; Saint Lucia; Saint Vincent and the Grenadines; Samoa; Sao Tome and Principe; Seychelles; Solomon Islands; Suriname; The Bahamas; Timor-Leste; Tonga; Tuvalu; Vanuatu*

Second tier candidates include:

All external candidates, except candidates from non-represented member states of IOM and female candidates.

### **Context:**

The position is based in Manila Administrative Centre (MAC), headed by the Director of MAC. Information and Communications Technology (ICT) is one of the divisions with its operations delocalized to MAC.

Under the overall supervision of the Global Operation Manager and the direct supervision of Head ERP Solutions, the successful candidate will serve as (1) a Finance subject matter expert in the field of SAP Enterprise Resource Planning systems implementations and operations; (2)

an adviser on matters of Finance, Treasury and Accounting business processes, (3) a liaison and discussion partner for both business process owners and ICT technical teams across IOM on S4/HANA implementation and on how PRISM can contribute to effectiveness and efficiency.

S/he will be responsible for the design and deployment of business solutions within IOM ERP corporate applications, specifically during the implementation of S4/HANA and other SAP related cloud solutions. The primary responsibility of the Business Engagement Manager - Finance is to ensure that the application solutions align to IOM business requirements, strengthen the system design and use to better support the evolving and expanding business needs. The successful candidate will also be responsible for change management activities aimed at better educating the application user community on new or existing functionality and processes.

### ***Core Functions / Responsibilities:***

1. Take lead on Finance business relationship management role to stimulate, surface and shape business demand for ERP solutions, products and services and ensure the potential value is captured, optimized and recognized.
2. Engage with organizational initiatives to ensure that plans for the ERP systems are aligned with business needs and directions; maintain strong relationships with internal clients and business process owners to ensure solutions continually meet the evolving business needs, to establish a shared future vision from a business and technical perspective. Drive agenda for PRISM steering committee.
3. Collaborate with ICT Division colleagues to ensure seamless delivery, integration across systems, and appropriate information security controls.
4. Oversee and direct the effective delivery and continuous improvement of services and projects related to the integrated ERP systems.
5. Engage with and challenge business process owners to adopt industry best-practice processes rather than customizing the system.
6. Lead and supervise the Business Engagement Finance team to ensure the quality and timeliness of the required project deliverables from the Business stakeholders.
7. Accountable for the consolidation of Finance and finance related business requirement collection and in coordination with the ERP solutions team, analyze the requirement and involve on the specification design and provide functional specifications.
8. Actively involved in business transition management to ensure that business areas impacted by ICT initiatives are identified, understood and prepared for the business transition.
9. Manage the Change Management components for training, user communication for alerts, notifications and training documentation (SoPs, WIMs, QRGs, FAQs, Exercises); maintain up-to-date content on the application specific bulletin boards.
10. Foster the close linkage between Change Management, Helpdesk, technical and Business Analyst teams to ensure all are aligned and informed.
11. Ensure solution development and enhancement projects are planned to ensure adequate resource and time allocation for timely delivery of products.
12. Organize and or participate in strategic business workshops, seminars, etc, and conduct training to actively promote the introduction of the new business solutions.

## ***Required Qualifications and Experience:***

### **Education**

- Master's degree in Management, Accounting, Information Technology or a related field from an accredited academic institution with seven years of relevant professional experience; or
- University degree in the above fields with nine years of relevant professional experience.

### **Experience**

- ITIL IT Service Delivery Framework certification is required.
- Project Management certification such as PRINCE2 or PMP is required.
- Minimum of 7 years of professional experience in ICT development solutions or other relevant area; of which at least 5 years of experience leading large, cross-functional teams, including onshore and offshore contractors, and influencing senior-level management and key stakeholders effectively across the organization and within complex contexts.
- Experience in developing, implementing, operating and providing support for an Enterprise Resource Planning system, preferably based on SAP.
- Proven experience in leading at least one ERP project.
- Excellent communication, analytical and problem-solving skills and ability to handle a range of ERP issues.
- Five years working experience in Finance, Accounting, Budgeting or Business Administration. Additional exposure in Procurement and Human Resource Management functions will be highly regarded.
- Good knowledge of IOM resource management, financial accounting, budget processes and donor reporting/management as mandatory.
- Familiarity with IPSAS reporting requirements.
- Knowledge of IOM operations systems such as MIMOSA and i-Gator is an advantage.
- Demonstrated experience in supervision and mentoring of colleagues.

### **Languages**

IOM's official languages are English, French and Spanish.

For this position, fluency in English is required (oral and written). Working knowledge of French and/or Spanish is an advantage.

<sup>1</sup> Accredited Universities are the ones listed in the UNESCO World Higher Education Database (<https://whed.net/home.php>).

## ***Required Competencies:***

**Values** - all IOM staff members must abide by and demonstrate these three values:

- **Inclusion and respect for diversity:** respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- **Integrity and transparency:** maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.
- **Professionalism:** demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.

**Core Competencies** – behavioural indicators level 3

- **Teamwork:** develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.

- **Delivering results:** produces and delivers quality results in a service-oriented and timely manner; is action oriented and committed to achieving agreed outcomes.
- **Managing and sharing knowledge:** continuously seeks to learn, share knowledge and innovate.
- **Accountability:** takes ownership for achieving the Organization's priorities and assumes responsibility for own action and delegated work.
- **Communication:** encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

### **Managerial Competencies – behavioural indicators level 3**

- **Leadership:** provides a clear sense of direction, leads by example and demonstrates the ability to carry out the organization's vision; assists others to realize and develop their potential.
- **Empowering others & building trust:** creates an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential.
- **Strategic thinking and vision:** works strategically to realize the Organization's goals and communicates a clear strategic direction.

IOM's competency framework can be found at this link.

[https://www.iom.int/sites/default/files/about-iom/iom\\_revised\\_competency\\_framework\\_external.pdf](https://www.iom.int/sites/default/files/about-iom/iom_revised_competency_framework_external.pdf)

Competencies will be assessed during a competency-based interview.

### ***Other:***

Internationally recruited professional staff are required to be mobile.

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

The list of NMS countries above includes all IOM Member States which are non-represented in the Professional Category of staff members. For this staff category, candidates who are nationals of the duty station's country cannot be considered eligible.

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and security clearances.

### ***How to apply:***

Interested candidates are invited to submit their applications via PRISM, IOM e-Recruitment system, by 18 July 2019 at the latest, referring to this advertisement.

IOM only accepts duly completed applications submitted through the IOM e-Recruitment system. The online tool also allows candidates to track the status of their application.

Only shortlisted candidates will be contacted.

For further information please refer to: [www.iom.int/recruitment](http://www.iom.int/recruitment)

### ***Posting period:***

From 05.07.2019 to 18.07.2019

### ***No Fees:***

IOM does not charge a fee at any stage of its recruitment process (application, interview, processing, training or other fee). IOM does not request any information related to bank accounts.

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