



International Civil Aviation Organization

Job Description [Applicable solely to secondment]

POSITION INFORMATION

Post Title:	Technical Support Officer	Duration of Secondment:	Three (3) Years
Grade Level:	P-4	Deadline for applications:	
Duty Station:	Montreal	Date for entry on duty:	ASAP
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.”			

THE ORGANIZATIONAL SETTING

The Capacity Development and Implementation Bureau (CDI) is responsible for the execution of ICAO's Capacity Development and Implementation Programme, providing technical support to ICAO Member States through Implementation support projects funded by the State, multi-lateral, bilateral and other donor-funded mechanisms in all matters relating to the development of safe, secure and environmentally friendly civil aviation. It also assists States in identifying and formulating regional, State, inter-State and fellowship programmes.

Under the guidance of the Deputy Director, CDI, with whom s/he consults on complex technical issues, the incumbent will serve as a technical resource, supporting the Bureau with the ICAO Implementation Support projects and other related technical support activities.

MAJOR DUTIES AND RESPONSIBILITIES

Function 1 (incl. Expected results)

Contributes to the alignment of the strategic plans of the Sections with CDI policies and the CDI Operating Plan, achieving results such as:

- Support the preparation of the Sections' Operating plans for the year, ensuring business value and alignment with the CDI Operating plan as well as its proper development and monitoring.
- Ensure timely and accurate preparation of periodic reports, statistical data and analysis on the work of the Sections for CDI Management.
- Ensure maintenance of key performance indicators (KPIs) and develop new KPIs, as appropriate.
- Contribute to the CDI Quality Management System (QMS) maintenance.

Function 2 (incl. Expected results)

Contributes to the expansion of the Capacity Development and Implementation Programme (CDIP), achieving results such as:

- Propose new policies related to the operation and the evolution of the existing undertakings to CDI senior management in accordance with the growth of business activities and market trends.
- Contribute to the development and implementation of CDI's products and services (i.e., projects, IPAV, iPACKS, GAT training packages, and others) and participate in its enhancement when necessary.
- Identify and foster strategic partnerships with States, International and Regional organizations, and/or international financial institutions to promote projects and expand the TCP, coordinating with CDI management and ICAO Officer/s.
- Under the guidance of CDI management, represent CDI in international forums to advance the CDIP and build support for CDI's activities.

Function 3 (incl. Expected results)

Contributes to the monitoring and reporting on the Capacity Development and Implementation Programme, achieving results such as:

- Coordinate as necessary the preparation of working and information papers, briefing notes and presentations for key stakeholders.

- Ensure timely delivery of information requested from the Sections' inputs for various bodies, including the Assembly, ICAO Secretary General, Council and Committees, and the United Nations.
- Review the Section reports to be submitted to CDI management and ICAO internal and external stakeholders.
- Analyze results of customer satisfaction surveys through internal and/or external surveys.
- Prepare an information package on the CDI strategic plan to share with regional Offices.

Function 4 (incl. Expected results)

Contributes to the coordination of the performance review of CDI activities, achieving results such as:

- Regularly evaluate CDI's key performance against the Operating Plan and provide management with briefs.
- Participate in the implementation of CDI's Operating Plan.
- Monitor the overall quality of the Bureau's strategic plan work to ensure timely, thorough, and efficient delivery of targets.
- Draft a comprehensive analysis of CDI's operations in comparison with competitors.
- Support the development of strategic guidance to enable CDI to evolve its business, considering the Bureau's competitive advantage as ICAO's main operational tool for providing assistance to States.

Function 5 (incl. Expected results)

Performs other related duties, as assigned.

QUALIFICATIONS AND EXPERIENCE

Education

Essential

A first-level university degree in an aviation-related technical discipline, business administration, international relations, or in a related field.

Desirable

An advanced level university degree (Master's degree or academic equivalent) in a technical aviation field.

Professional experience

Essential

- A minimum of ten (10) years of progressively responsible experience managing administrative programs and technical projects in the field of civil aviation in multicultural environments.
- Five (5) years of experience in aviation-related matters at the international or regional level.
- Experience participating in strategic and business planning and developing strategic and operational plans.
- Experience with ICAO's standards-setting processes.
- Regulatory and policy-making experience gained with a national aviation regulatory agency.

Languages

Essential

Fluent reading, writing and speaking abilities in English.

Desirable

A working knowledge of any other language of the Organization (Arabic, Chinese, French, Russian, Spanish).

COMPETENCIES

Professionalism: Good knowledge of ICAO and the Capacity Development and Implementation Programme; good knowledge of the Chicago Convention, its Annexes and relevant technical ICAO documents; sound knowledge of project management techniques and familiarity with ISO 9001 Quality Management System. 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. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

Planning and Organizing: Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

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.

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.

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 her/his own shortcomings and those of the work unit, where applicable.

Client Orientation: Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; Identifies clients' needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.

Mode of Secondment

The duration of the secondment is three (3) years. The secondee is expected to work five days per week.

ICAO may avail itself of the services of personnel seconded by governments, other international agencies or educational, scientific, research or other institutions. Seconded personnel are engaged under a Trusted Funded or Gratis (detached expert) arrangement, in accordance with terms and conditions stipulated in a Memorandum of Understanding between ICAO and sponsor of the seconded person. During the period of assignment with ICAO the seconded individual will be considered an "Official" of ICAO.

Once engaged by ICAO the seconded individual will be under the sole authority of the Secretary General of ICAO and all relationship with the releasing Government/Agency will be held in abeyance during the period of employment with ICAO.

As detached expert: The individual is detached from the releasing government/Agency but is assigned to work for ICAO.

Trust Fund arrangement: Funds are deposited by the Government/Agency with ICAO for the purpose of engaging personnel normally subject to the stipulations of a Memorandum of Understanding.