



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-3	Deadline for applications:	
Duty Station:	Montreal	Date for entry on duty:	September 2026
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 Technical Co-operation Programme (TCP), providing technical support to ICAO Member States, through Technical Co-operation (TC) 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. CDI also undertakes Technical Assistance (TA) projects, specifically referred to CDI by the Secretariat’s Regular Programme. It also assists States in identifying and formulating regional, State, inter-State and fellowship programmes.

The Technical Support & Quality Assurance Section (TSQAS), is responsible for fulfilling in a timely and efficient manner, the development of technical requirements and specifications for the procurement of goods and services as well as for providing support on project quality assurance during their implementation for projects which arise from technical cooperation projects in line with ICAO’s procurement rules and regulations. The TSQAS Section is also responsible for providing technical support and assistance to the Capacity Development and Implementation Bureau (CDI) in defining project requirements.

Under the guidance of the Chief, TSQAS, with whom s/he consults on complex technical issues, the incumbent will serve as a Communication, Navigation, Surveillance – Air Traffic Management (CNS-ATM) technical resource for the Technical Cooperation Programme, providing support to the operational sections of the CDI - Field Operations Section (FOS), Field Personnel Section (FPS) and Global Aviation Training Section (GAT) - for the procurement of diverse equipment and services related to the CNS/ATM area of expertise under the Technical Cooperation projects of ICAO, and for other related technical support activities.

MAJOR DUTIES AND RESPONSIBILITIES

Function 1 (incl. Expected results)

Serves as a Technical Support Officer within the TSQAS, as part of the One Single Process (OSP) structure, in support to FOS’ project managers (PM), for the procurement of diverse CNS/ATM related equipment and services linked to the activities of the Technical Cooperation projects of ICAO, achieving results such as:

- Prepare value propositions, Technical Support Services (TSS) fees and budgetary estimates.
- Analyse States’ requirements and project scoping
- Develop and/or review terms of reference, technical specifications and evaluation criteria.
- Prepare Job Descriptions for experts.
- Conduct market research.
- Analyse requests from projects to ascertain that user requirements are clearly defined.
- Provide answers to technical questions from FOS project managers (PMs) during the life cycle of the project.
- Provide assistance during technical engagement with States.
- Review of technical reports (deliverables), including site survey results, submitted by field experts under the supervision of CDI.
- Support tender processes by providing technical answers.
- Collaborate with other TSU Officers and FOS-PMs in the various stages, including System Design Documentation (SDD), Factory Acceptance Test (FAT), Site Acceptance Test (SAT), etc. of the implementation process.

- Oversee and review purchase requisitions ensuring technical completeness and appropriateness; liaise with field and/or FOS PM as necessary, etc.

Function 2 (incl. Expected results)

Prepares and evaluates technical specifications and supports technical negotiations as well as oversees and evaluates bidder lists, achieving results such as:

- Prepare or review specifications and/or terms of reference for incorporation in tender or requests for quotation.
- Develop evaluation criteria for specifications or requests for tender.
- Review proposed bidders' long lists for appropriateness of companies if selected for any particular procurement. Evaluate (or assist in the evaluation of) tenders or bids received.
- Participate in technical negotiations with potential suppliers.
- Contribute to the preparation of the technical elements of contracts or purchase orders.
- Develop budgetary and technical support service estimates.

Function 3 (incl. Expected results)

Arranges and oversees acceptance tests/factory inspections and commissioning of equipment/systems, achieving results such as:

- Coordinate acceptance tests/factory inspections as necessary, and site acceptance.
- Determine the need for technical consultants, formulate their terms of reference, and prepare Recruitment Requests.
- Supervise activities of technical consultants in preparation of specifications, technical evaluation of bids, negotiations, or any other assigned tasks.
- Arrange commissioning of equipment/systems in the field.

Function 4 (incl. Expected results)

Carries out internal and external liaison activities, achieving results such as:

- Establish, ensure liaison and maintain contacts with right stakeholders (TSQA, FOS, GAT, other Bureaux, Regional Offices (ROs) under the guidance of C/TSQAS.
- Interact, through Head, Technical Support Unit (H/TSU) and Head, Technical Quality Assurance and Compliance Unit (H/TQACU), with Civil Aviation entities, National Technical Staff, and representatives of suppliers of equipment and services at different levels.
- Provide guidance, advice and explanations on policies and procedures and on the requirements of technical specifications/evaluation criteria.
- Brief/debrief project personnel on technical matters.
- Brief/debrief technical consultants prior to and upon completion of their assignment.

Function 5 (incl. Expected results)

Provides technical support to other sections within CDI, achieving results such as:

- Support CDI in the development of new products and packages in terms of preparation of Long-Term Agreement (LTA) specifications, technical inputs for business case preparation, market analysis and business development.
- Participate in technical meetings supporting project managers in the engagement with new clients for the development of project documents by providing high-level project scope, budgetary estimates and TSS costs.
- Identify, define and develop terms of reference and/or job descriptions for field project technical positions (field experts) necessary for the implementation of technical cooperation projects.
- Prepare technical tests within the area of expertise for the selection of the field experts for projects.

Function 6 (incl. Expected results)

Performs other related duties, as assigned.

IMPACT OF THE OUTCOME OF THE POSITION

The work is a central contributor to the necessary quality assurance and compliance with the quality management approach defined for projects to support CDI.

Supporting staff members and managers, in terms of technical policy, is an essential feature to CDI. The proper application of regulations and management of technical policy and activities, whether in procurement, field operations, or field personnel is key to delivering a consistent and a high-quality service in these areas in a transparent and efficient manner.

WORK RELATIONS AND CONTACTS

Title and level	Purpose
<p>a) Inside the Organization</p> <ul style="list-style-type: none"> • C/TSQA (P4), H/TSU (P3), H/TQACU (P3) and/or TSU Senior Officers (P3) • TSU/Assistants (G6) • Project Managers in FOS (P3) • GAT and FPS Officers (P3) • CDI Technical Experts 	<ul style="list-style-type: none"> • Discuss technical issues, evaluate and improve procedures of TSQA. Provide advice on technical matters. • Provide technical assistance on key milestones of the procurement process, including the development of technical specifications and terms of reference, the formulation of evaluation criteria, and other related activities. • Provide answers to technical questions during the life cycle of the project. Review of technical reports (deliverables), including site survey results, submitted by field experts under the supervision of CDI. • Prepare technical tests within the area of expertise for the selection of the field experts for projects. • Supervise activities of technical consultants in preparation of specifications, technical evaluation of bids, negotiations, or any other assigned tasks.
<p>b) Outside the Organization</p> <ul style="list-style-type: none"> • Project representatives • Suppliers • Civil Aviation Authorities 	<ul style="list-style-type: none"> • Coordinate the execution of technical activities, provide technical advice. Obtain and refine their requirements. • Coordination of the procurement activity. • Provide guidance, advice and explanations on policies and procedures and on the requirements of technical specifications/ evaluation criteria.

QUALIFICATIONS AND EXPERIENCE

Education

Essential

An advanced-level university degree (Master's degree or academic equivalent) in aviation engineering, or air traffic management, or electrical engineering with a focus on telecommunications or avionics or a related field, is required.

A first-level university degree in combination with two (2) additional years of qualifying experience in aviation engineering, or air traffic management, or electrical engineering with a focus on telecommunications or avionics or a related field, may be accepted in lieu of the advanced university degree.

Desirable

- Project Management Certification (PMP or PRINCE 2).
- Public Procurement Certificate (such as CIPS II or above).

Professional experience

Essential

- A minimum of five (5) years of experience within a Civil Aviation Authority and/or Air Navigation Services provider (ANSP).
- Experience in the acquisition, implementation and operation of technology and infrastructure CNS-ATM.
- Experience in developing technical documentation.
- Experience in delivering technical presentations.

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

Core Competencies:

Professionalism: 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.

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.

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.

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.

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, which can be extended for an additional one (1) and thereafter, depending on need for the subject matter expert. 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.

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.