International Civil Aviation Organization
Individual Consultant (IC) Vacancy Notice

POSITION INFORMATION

<table>
<thead>
<tr>
<th>Post Title:</th>
<th>Technical Business Analyst</th>
<th>IC Vacancy Notice:</th>
<th>209/47/IC</th>
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<tr>
<td>Level:</td>
<td>Band B</td>
<td>Posting Period:</td>
<td>06 August 2019 – 08 September 2019</td>
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<tr>
<td>Duty Station:</td>
<td>Montreal, Canada</td>
<td>Date for entry on duty:</td>
<td>As soon as possible</td>
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THE ORGANIZATIONAL SETTING

The Bureau of Administration and Services (ADB) plays a lead role in the effective and efficient administrative management of the Organization by ensuring the provision of high-quality physical and human resources, by applying the highest standards of work ethics and conduct, and by using results based management skills and tools to support the Organization in implementing its Strategic Objectives, in order to serve all stakeholders of the world aviation community.

The Revenue and Product Management (RPM) Section conducts marketing, promotion and sales of revenue-generating products based on ICAO intellectual property. The E-Commerce and Publications Sales Unit (ECP) is responsible for the sales and electronic distribution of ICAO publications and products. The unit integrates digital systems in order to generate new revenue and support existing revenue streams.

The Technical Business Analyst must define, analyse and prioritize user and business requirements in support of both existing and new systems. As well, the Analyst will support the implementation, enhancement and maintenance of systems such as E-commerce, a freemium publications platform, digital rights management (DRM), and Customer Relationship Management (CRM).

The Technical Business Analyst must have the ability to synthesize inputs from many sources. Effective communication of complex ideas and interpersonal skills are as important as technical skills in this role.

MAJOR DUTIES AND RESPONSIBILITIES

Function 1 (incl. Expected results)

Plan, define and implement new system requirements, achieving results such as:
- Analyse existing systems and business processes;
- Investigate and recommend systems and solutions;
- Document and prioritise requirements;
- Develop specifications for new or modified systems;
- Aid in writing user acceptance test (UAT) cases and act as a liaison for project stakeholders;
- Validate results through testing of systems and reports.

Function 2 (incl. Expected results)

Provide ongoing systems support around E-Commerce business operations, achieving results such as:
- Document and map the E-Commerce and Digital Rights Management (DRM) platforms and related business processes;
- Analyse stakeholder’s needs, requirements, and capabilities;
- Troubleshoot technical issues;
- Make technical recommendations and changes to existing applications;
- Creating system guidelines and manuals;
- Conducting regular reviews of systems and generating reports on efficiencies and improvement areas; and
- Run training sessions, workshops and informal knowledge sharing on system processes.

Function 3 (incl. Expected results)

Provide ongoing systems support around E-Commerce business operations, achieving results such as:
• Document and map the E-Commerce and Digital Rights Management (DRM) platforms and related business processes;
• Analyse stakeholder’s needs, requirements, and capabilities;
• Troubleshoot technical issues;
• Make technical recommendations and changes to existing applications;
• Creating system guidelines and manuals;
• Conducting regular reviews of systems and generating reports on efficiencies and improvement areas; and
• Run training sessions, workshops and informal knowledge sharing on system processes.

Function 4 (incl. Expected results)

Provide project management support to systems projects, achieving results such as:
• Manage and coordinate multiple tasks and deadlines;
• Structure and prioritize business requirements;
• Communicate plans with stakeholders for review and approval;
• Provide project status reports.

Function 5 (incl. Expected results)

Performs other related duties, as assigned.

Educational background

University degree in Business Administration, Computer Science, Information Systems or any related field.

Professional experience and knowledge

Essential
• At least 3 years of experience in systems analysis, design and implementation;
• Highly organized individual who thrives in pressure situations;
• Strong problem-solving and analytical abilities;
• Experience managing projects;
• Process mapping using tools like Microsoft Visio;
• Highly analytical, motivated and detailed oriented.
• Spoken and written communications that are compelling, convincing and reassuring, and can articulate complex technical ideas to non-technical stakeholders.
• Interpersonal skills that create openness and trust among colleagues.

Desirable
• Experience in aviation-related commercial business analysis;
• Experience with E-commerce systems from a business operations perspective;
• Familiarity with programming languages such as PHP, JavaScript and database systems like MySQL.

Language Skills

Essential
• Fluent reading, writing and speaking abilities in English are essential.

Desirable
• Fluent reading, writing and speaking abilities in English are essential.

CONDITIONS OF EMPLOYMENT

It should be noted that this consultancy is to be filled for an initial period of six (6) months with a possibility of an extension. This is a full-time position.

Please note that the monthly rate for Band B varies from $5,633 to $7,366.
HOW TO APPLY

Interested candidates must complete an on-line application form. To apply, please visit ICAO’s e-Recruitment website at: https://careers-new.icao.int.

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.