Call for applications

Job title: Knowledge Management System Specialist
Contract type: Service contract
Domain: The 2005 Convention on the Protection and Promotion of the Diversity of Cultural Expressions, Culture Sector, UNESCO
Work place: UNESCO Headquarters, Paris, France
Duration: 12 months starting from 1st December 2017 (including initial 3-months probationary period), with possibility for extension
Salary: 3,887€ (gross salary/month)
Deadline: 30 October 2017

OVERVIEW OF THE FUNCTIONS OF THE POST

I. BACKGROUND

The 2005 UNESCO Convention on the Protection and Promotion of the Diversity of Cultural Expressions ("the 2005 Convention") is a legally-binding international agreement that ensures artists, cultural professionals, practitioners and citizens worldwide can create, produce, disseminate and enjoy a broad range of cultural goods, services and activities, including their own. The most recent UNESCO Convention in the field of culture, it provides a framework for the governance of culture that is based on fundamental principles of freedom of expression, gender equality, openness and balance to other cultures and expressions of the world and encourages governments to introduce policies for culture within a global context and commitment to protect and promote the diversity of cultural expressions.

As the Secretariat of the Convention and in line with Article 19 of the 2005 Convention on “Exchange, analysis and dissemination of information”, the Section of the Diversity of Cultural Expressions (“DCE”) has developed a Knowledge Management System (KMS) Creativity in order to facilitate the sharing of good practices and knowledge and the collection, organization and visualization of complex data through different web services available with different level of permissions, to all relevant stakeholders and to the public (http://en.unesco.org/creativity).

The KMS is not only to facilitate information sharing, but also to be a working tool, document repository, reference and information base, by streamlining internal work of DCE. It supports the management of the International Fund for Cultural Diversity (IFCD) starting from the on-line application form, examination of funding requests to the management of the implementation of the funded projects. It also supports the on-line submission of quadrennial periodic reports (QPR) by Parties to the Convention and analysis of data by experts, for the elaboration of the Global Report on the implementation of the 2005 Convention. The KMS is expected to develop new features on Article 16 of the Convention on “Preferential treatment for developing countries”
and also Article 21 on “International consultation and coordination”. Indeed, the KMS serves as a one-stop gateway to share resources and exchange information and analysis.

For the ongoing development of the KMS of the 2005 Convention, UNESCO disposes funds to contract external service providers.

II. DUTIES AND REQUIREMENTS

Under the overall authority of the Chief of DCE, and the direct supervision of the chief of DCE Policy and Research Unit, and in close cooperation with the UNESCO Web Architect (ERI) and webserver administrator (KMI), the incumbent will be responsible for ensuring the overall maintenance as well as designing and coordinating the development of the 2005 Convention’s Knowledge Management System (KMS). While he/she will manage directly part of the technical developments, services related to maintenance and technical development will be outsourced. In this context, the main responsibility of the incumbent will be to organize the KMS maintenance, elaborate specifications for further developments, structure the implementation of new functionalities (including the selection and coordination of contractors) and monitor the use and good functioning of the KMS platform.

In particular, he/she will:

- Elaborate a work plan by assessing and defining the perimeters of the 2005 Convention’s KMS, building upon existing functionalities and the creation of new modules
- Coordinate all development works on the KMS, through
  - elaboration of detailed specifications (needs analysis, design of detailed workflows, elaboration of mock-up user interfaces) with concerned programme specialists
  - evaluation of developer workload
  - identification and selection of contractors
  - coordination of development and
  - control on deliveries, involving concerned programme specialists
- Ensure that the KMS is fit to support, through a well-designed interface with the general public, the work of DCE in terms of sharing of resources, data, information and communication of all its activities.
- Execute parts of the technical developments required when necessary (eg Drupal views, custom pages, etc).
- Provide training to technical and non-technical staff in the use of the KMS system
- Produce and maintain a document describing the core functionalities and configuration of the KMS
REQUIRED QUALIFICATIONS

Education

- Advanced university degree (Masters or equivalent) required in domains of information and communication technology, information management.

WORK EXPERIENCE

- From 3 to 5 years of professional experience as Web/ICT projects manager

SKILLS/COMPETENCIES

- Drupal administration and development
- Experience in ICT project management (needs assessment, specifications, code reviews and bug tracking, coordination of developments, final validation and implementation)
- HTML, PHP, jQuery, CSS, Bootstrap, PHP and GIT versioning
- Knowledge of User Interfaces (UI) design
- Good understanding of SEO/SEF good practices
- Capacity to elaborate functional and rigorous documentation and contracts
- Good communication and writing skills
- Ability to translate needs into technical development activities
- Commitment to transparency and openness

LANGUAGES

- Excellent knowledge of English or French, good knowledge of the other language

DESIRED QUALIFICATIONS

EDUCATION

- Academic knowledge about information and data management in the area of culture

WORK EXPERIENCE

- Knowledge about UNESCO’s culture Conventions as well as relevant experience in international development work is an added value.
- Knowledge of working with other Content Management Systems will be considered as an asset

SKILLS/COMPETENCIES

- Experience in working in multi-lingual environment is an added value
- Spanish will be considered as an asset

HOW TO APPLY

Please send your application (English or French), including CV and cover letter, to:

- Anthony Krause | a.krause@unesco.org
- And Emanuele Cidonelli | e.cidonelli@unesco.org
• Please include in the subject of your email: “APPLICATION: KMS SPECIALIST”.

DEADLINE

• To be eligible for consideration, applications must be received by the UNESCO Secretariat no later than: 30th October 2017 (midnight, Paris time).
Annex: additional information about the 2005 Convention’s KMS

THE KMS CREATIVITY

The KMS Creativity is a sub-site of UNESCO’s general platform which operates on Drupal 7.

All operations on UNESCO’s servers are deployed through a Git workflow supervised by UNESCO central services (Sector for External Relations and Information), which is in charge of the development, administration and security of the general UNESCO platform. The DPI/WEB web architect/ lead developer is responsible for validating any entry on the UNESCO server.

The 2005 Convention sub-site uses all Drupal Core functions, inherited from the general platform, including some globally adopted modules, the indexes of specific entities, and the core files of the bootstrap theme.

The website is currently available in 3 languages (English, French and Spanish).

The multilingual versions of the website is by the Drupal module in18, which is currently updated to the latest version available for Drupal 7.

Other functions that play a core role in the usability of the platforms are:

- Panels: all template models for content-types, the content of basic pages, complex multi-steps forms (periodic report form, IFCD application form)
- Pages: printed versions of electronic forms, administration pages, such as dashboards for registered users
- Features: many content-types and data migration have been processed through this module. The structure of specific views and content-types, including the most complex forms, is controlled through specific features modules.
- Media Gallery: used to organize, access and publish all files and multimedia content, including videos. Videos are not physically stored on the server, but all information related to a specific video is collected from YouTube/Vimeo servers where they are hosted and registered in the Media Library for easy access
- ThemeKey: to switch custom themes for specific content-types

The system also integrates:

- a search engine based on Apache Solr
- a CiviCRM system to manage crowdsourcing activities and main user interactions
- a system of taxonomies and entity references to organize and position content
- a structured system of permissions and profiles to organize the diversified community of contributors to the Convention (experts, national commissions, national points of contacts, partners, stakeholders, trainers and trainee, editors, etc..)
ABOUT UNESCO

As a specialized UN agency, the United Nations Educational, Scientific and Cultural Organization (UNESCO) promotes international cooperation among its 195 Member States and 8 Associate Members in the fields of education, natural sciences, social and human sciences, culture, and communication and information. It functions as a laboratory for ideas and a standard-setter for emerging issues, enhancing the dissemination and exchange of knowledge and information.

UNESCO cooperates with governments, institutions/organizations as well as individuals at global, regional, national and local levels and has a wide range of stakeholders, including:

- the governing bodies (i.e. the General Conference and the Executive Board), the Secretariat (Headquarters, Field Offices, Institutes), National Commissions for UNESCO, UN coordination and cooperation mechanisms (including thematic UN years and decades for which UNESCO has been designated lead agency)
- international conventions (e.g. for the Protection of the World Cultural and Natural Heritage, for the Safeguarding of Intangible Cultural Heritage, or on the Protection and Promotion of the Diversity of Cultural Expressions), intergovernmental programs (e.g. the Intergovernmental Oceanographic Commission), program networks (e.g. UNESCO Chairs, Associated Schools), UNESCO Centers, Clubs and Associations

ABOUT 2005 CONVENTION

In 2005, the Convention on the Protection and Promotion of the Diversity of Cultural Expressions was adopted by UNESCO’s General Conference. This Convention ensures artists, cultural professionals; practitioners and citizens worldwide can create, produce, disseminate and enjoy a broad range of cultural goods, services and activities, including their own.

The 2005 Convention was adopted following the international community’s urgent request for an international law that would recognize:

- The distinctive nature of cultural goods, services and activities as vehicles of identity, values and meaning;
- That while cultural goods, services and activities have important economic value, they are not mere commodities or consumer goods that can only be regarded as objects of trade.
- That culture can no longer be just a by-product of development, but rather a mainspring for sustainable development.

The Convention ushers in a new international framework for the governance and management of culture by:

- Encouraging the introduction of cultural policies and measures that nurture creativity, provide access for creators to participate in domestic and international marketplaces where their artistic works/expressions can be recognized and compensated and ensure these expressions are accessible to the public at large;
- Recognizing and optimizing the overall contribution of the cultural industries to economic and social development, particularly in developing countries;
• Integrating culture into sustainable development strategies and national development policies;
• Promoting international cooperation to facilitate the mobility of artists as well as the flow of cultural goods and services, especially those from the South.

Information sharing and transparency and exchange, analysis and dissemination of information are important aspects of the Convention as stipulated in Article 9 and 19 of the Convention. The KMS of the 2005 Convention is thus expected to play a vital role in sharing and disseminating information and knowledge worldwide.