1) Background/ General Description

Innovation and partnership bond the five institutions of the World Bank Group (WBG): the International Bank for Reconstruction and Development (IBRD) and the International Development Association (IDA), which together form the World Bank; the International Finance Corporation (IFC); the Multilateral Investment Guarantee Agency (MIGA); and the International Centre for Settlement of Investment Disputes (ICSID). The World Bank Group is one of the world’s largest sources of funding and knowledge for developing countries. It uses financial resources and extensive experience to help our client countries to reduce poverty, increase economic growth, and improve quality of life. To ensure that countries can access the best global expertise and help generate cutting-edge knowledge, the World Bank Group is constantly seeking to improve the way it works. Key priorities include delivering measurable results, promoting openness and transparency in development, and improving access to development information and data.

Information and Technology Solutions (ITS) enables the WBG to achieve its mission of ending extreme poverty by 2030 and boosting shared prosperity in a sustainable manner by delivering transformative information and technologies to its staff working in over 130 client countries. ITS services range from: establishing the infrastructure to reach and connect staff and development stakeholders; providing the devices and agile technology and information applications to facilitate the science of delivery through decentralized services; creating and maintaining tools to integrate information across the World Bank Group, the clients we serve and the countries where we operate; and delivering the computing power staff need to analyze development challenges and identify solutions. The ITS business model combines dedicated business solutions centers that provide services tailored to specific World Bank Group business needs and shared services that provide infrastructure, applications and platforms for the entire Group. ITS is one of three VPUs that have been brought together as the World Bank Group Integrated Services (WBGIS), to provide enhanced corporate core services and enable the institution to operate as one strategic and coordinated entity.

Within the WBG Integrated Technology Services (ITS) vice presidency, the ITSGC department provides global communications and client services, products and support for all member organizations across the World Bank Group. The services for which ITSGC is responsible are delivered by 4 different units: ITSNI (Global Network Management), ITSCU (Unified Communications, Telephony, and Video-Conferencing), ITSEW (End-User and Workplace Computing), and ITSCS (Helpdesk, front-line IT support, and IT training). Additionally, ITSGC is also responsible for the coordination and implementation of all infrastructure projects facing WBG country offices.

In particular, the ITSEW (End-User and Workplace Computing) unit of the World Bank Group consists of 4 business units which provide technology solutions for various services and functions. They are:

- **ITSMP (Mobility and Productivity Solutions)** responsible for the IT Mobility and Services Centers as well as strategy, engineering, and support of iOS, Android, and EMM platforms.
- **ITSWP (Workplace Technology Solutions)** responsible for provisioning and management of the global PC fleet and HQ and global print solutions.
• ITSEE (End-User Solutions and Engineering) responsible for the strategy and engineering of the Windows end-user platform and associated products.
• ITSCV (Virtual Desktop Technologies) responsible for strategy, engineering, management the Remote Access platforms for both managed and unmanaged devices.

2) **Job Requirements:**
The Information Officer will report to the ITSCV Team Lead and is expected to play a significant role in the planning, deployment, and operations of Remote Access and Application & Desktop Virtualization technologies and its operational landscapes. Responsibilities and skills include, but are not limited to the following:

**Technical Competencies:**
- Proven experience engineering, deploying, and operating IT Data Center, Application & Desktop Virtualization, and Remote Access infrastructure projects.
- Significant and broad experience with systems administration disciplines like capacity planning, performance analysis, server administration, storage administration, backup administration, PC and server security hardening, IP network, troubleshooting, trend analysis, etc. in enterprise environments;
- Familiarity with related hardware and software platforms such as Citrix XenDesktop, XenApp Server, XenServer and VMware ESX, Citrix Access Gateway, EdgeSight, Web Interface 5 and StoreFront, Secure Ticketing Authority (STA), Netscaler MPX and VPX, Cisco ASA VPN.
- Strong experience with customization and packaging of applications for both, Windows Server and Desktop OSs;
- Good understanding of MS Active Directory administration, as pertains to support of virtualization and remote access technologies, with experience in various scripting technologies;
- Experience in architecting solutions for Amazon AWS and Microsoft Azure cloud platforms is a plus.
- Familiarity with performance monitoring and management tools such as Splunk, Liquidware, Stratusphere UX and Citrix EdgeSight is a plus.
- Broad understanding of Operating Systems, their basic construct and main characteristics. In depth Windows experience is a plus.

**Educational Qualifications and Experience:**
- Minimum Bachelor’s (prefer Master’s) degree in Computer Science, Business, or Engineering
- No less than 7 years of relevant technical experience

**Required Skills/Abilities:**
- MS Office skills, including; MS Word, MS Excel, MS PowerPoint, and Outlook.
- Strong communication skills in English (written and oral).
- Excellent interpersonal skills, positive attitude, and flexibility to work effectively in a team-oriented and multi-cultural environment.
- Ability to adequately plan and prioritize own work and team work while resolving competing demands.
- Ability to effectively apply creative and practical problem-solving skills on a regular basis.
• Citrix Certified Enterprise Administrator (CCEA) is a plus
• Cisco Certified Networking Professional (CCNP) is a plus
• Strong project management capabilities, demonstrated through experience managing IT projects.
• Certification in ITIL V3 Foundation in Service Management is a plus.
• Experience with developing, implementing, and leading adoption of ITIL and PMI best practices in project, service and infrastructure management is desirable.

**Required Competencies**

• Client Understanding and Advising - Looks at issues from the client’s perspective and acts beyond normal expectations to ensure client satisfaction.
• Learning Orientation - Stays abreast of new trends and developments in the department and Vice-Presidency, the broader industry, and exposes self to increasingly more challenging projects and opportunities to learn.
• Broad Business Thinking - Maintains an in-depth understanding of the long-term implications of decisions both for the unit and department. Ensures that decisions are supported by relevant stakeholders as well as sound performance data.
• Analytical Thinking - Gathers and links data.
• Risk Management - Reduces risk by solving day-to-day problems as they arise and acts to prevent problems from recurring.
• Lead and Innovate - Brings new and different insights.
• Ability to work collaboratively in a fast-paced, internationally diverse work environment are essential.
• Create, Apply and Share Knowledge - Actively contributes to and readily applies WBG’s body of knowledge for internal and/or external client solutions.
• Make Smart Decisions - Leverages available data and makes timely decisions.
• Good research skills and attention to detail.
• Flexibility to work in close co-ordination with on-site and off-shore teams, as well as support end-users across the globe.
• Willingness to conduct R&D activities and provide technical leadership on projects.

**Other Selection Criteria:**

• Communication skills: ability to convey ideas through clear oral communication and concise reports.
• Experience with process analysis, ability to identify ways to improve the productivity and efficiency of the specialist’s own and team’s work.
• Ability to create concise documentation for both technical and non-technical audiences.
• Ability to work under tight schedule and deadlines.