1. INTRODUCTION

The World Customs Organization (WCO) is an independent intergovernmental body, established in 1952 as the Customs Co-operation Council (CCC), whose mission is to enhance the effectiveness and efficiency of Customs services across the globe. The WCO represents 183 Customs administrations that collectively process approximately 98% of world trade. As the global centre of Customs expertise, the WCO is the only international organization with competence in Customs matters and is now recognized as the voice of the global Customs community. It is particularly noted for its work in areas covering the development of global standards, the simplification and harmonization of Customs procedures, trade supply chain security, the facilitation of international trade, the enhancement of Customs enforcement and compliance activities, anti-counterfeiting and piracy initiatives, public-private partnerships, integrity promotion, and sustainable global Customs capacity building programs.

As a forum for dialogue and exchange of experiences between national Customs delegates, the WCO offers its Members a range of Conventions and other international instruments, as well as technical assistance and training services provided either directly by the Secretariat, or with its participation. The Secretariat also actively supports its Members in their endeavours to modernize and build capacity within their national Customs administrations.

2. OBJECTIVES

This post is located in the Division of Administration and Personnel and is an important position within the WCO Secretariat. The person occupying this post must be able to work alongside senior WCO Secretariat managers as well as experts in the information technology (IT) field and external service providers. The Information Systems Officer reports directly to the Head of Administration and Personnel. The incumbent is responsible for:

- transferring business objectives into IT objectives (projects);
- organizing and overseeing the planning and implementation of existing or future information systems for all the relevant parties (Secretariat, Members and other external partners);
- the implementation and maintenance of an Information Security Management System (ISMS) at the WCO Secretariat; and
- the overall responsibility for the ISTS management.
3. **MAIN ACCOUNTABILITIES**

Under the supervision of the Head of Administration and Personnel, the Information Systems Officer will focus on the following key activities:

i. Recommending the planning policy (aligned with business objectives) to be followed and managing feasibility studies;

ii. Developing and monitoring the follow-through of the approved action plan in order to adapt the information systems to the Organization’s strategy.

iii. Supervising IT project design and responsibility for planning and monitoring project management;

iv. Overseeing the implementation of the IT budget and involvement in choosing equipment (hardware, software and networks) and sub-contractors;

v. Deciding between in-house developments or sub-contracting based on cost criteria and the schedule for delivering applications.

vi. Reporting on the status of projects on a regular basis;

vii. Coming up with proposals to digitalize the business processes of the Organization (e.g. regarding Human Resource Management, Document Management, etc.);

viii. Acting in a team leader capacity;

ix. Directing the implementation and maintenance of the ISMS;

x. Supervising ISTS Management; and

xi. Any other related duties as may be assigned by the supervisor.

4. **EDUCATION**

- Master degree in Computer Science or a related discipline.

5. **EXPERIENCE**

- At least five (5) years’ practical experience of IT project management, as well as proven experience both at technical and supervisory level, including:
  
  - Basic knowledge of the COBIT 5.0 framework for Governance and Management of Enterprise IT;
  - Detailed knowledge of Service Management according ITIL (ITIL Expert Level); and
• Very good grasp of the IT environment and new information technologies, as well as application development cycles including:
  - Clear understanding of the server and desktop virtualization concept (VMware);
  - Basic understanding of the concept of a Local Area Network (LAN); and
  - Basic knowledge of the Microsoft product family (server and applications).

6. LANGUAGES

• Fluency in at least one of the WCO’s official languages (English and French) and good working knowledge of the other;
• Knowledge of any other language would be an asset.

7. COMPETENCIES

• Excellent team management skills;
• Ability to take initiative;
• Excellent organizational skills;
• Strong interpersonal and networking skills as well as team spirit;
• Should be fully versed in change management;
• Must be a good listener and communicator and able to express him/herself clearly.

8. CONDITIONS

• Five (5) years fixed-term appointment;
• Probationary period: 6 months;
• Full-time employment (37 hours and 40 minutes weekly) at the WCO Headquarters in Brussels, Belgium;
• 30 days of annual paid leave;
• Depending on level of experience, monthly base salary starting from 6,834.10 EUR, plus allowances based on eligibility (remuneration exempted from income tax in Belgium);
• Compulsory WCO health insurance deducted from the salary (around 65 EUR/month); and
• Appointment subject to the WCO Staff Manual.

9. APPLICATION AND RECRUITMENT PROCESS

The onus is on the applicant to demonstrate how he/she meets each of the essential qualifications and requirements. Applicants are encouraged to detail concrete achievements in their CVs and/or in their cover letters as well as include references.

Only short-listed candidates will be contacted for an assessment which may include a written test and/or an interview. All short-listed candidates may be requested to provide copies of their original diploma, certificates and proof of relevant experience. Pre-selected candidates may also be subject to reference checks to confirm the information provided in the application.
Interested candidates should submit their application for review no later than **24 February 2020**, including a CV and motivation letter in English or French by e-mail to:

**WCOISTSVacancy@wcoomd.org**

The subject of the candidate’s application message must read as follows:

**Application – LAST NAME / FIRST NAME of Candidate**

*The evaluation of applicants will be conducted on the basis of the information submitted in the application according to criteria of the position and the WCO applicable rules.*

10. **ADDITIONAL INFORMATION**

The WCO values commitment to the principles of integrity, transparency and accountability as well as values diversity among its staff members. Applications from qualified women and men will receive equal treatment and due regard will be paid to the importance of recruiting nationals from WCO Members on as wide a geographical basis as possible. Please note that the WCO Headquarters is a non-smoking environment.