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 184 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.

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. SHORT DESCRIPTION OF THE VACANT POSITION

The Information Systems and Telecommunications Service (ISTS) is looking to recruit an official as a Cloud Platform Manager.

The focus will be on driving forward cloud services from an infrastructure side. The incumbent will be a bridge between IT and the business, translating business needs to technical solutions and encouraging exploration of new technologies that can address both new projects and the migration of legacy systems and platforms as part of a wider business strategy.

Ideal applicants will need to have a strong, credible platform management background, coaching people to understand new technologies and an eye for improvements and innovation while constantly driving automation and performance improvement.
3. MAIN ACCOUNTABILITIES
Under the supervision of the Head of ISTS, the Cloud Platform Manager will focus on the following key activities:

- Develop, operate and maintain cloud systems and services in Azure cloud
- Take part or lead cloud migration projects
- With the support of the Head of ISTS, establish cloud governance framework, structure and policies
- Implement, document and share technical best practices, insights, standard operation procedure establishment on Microsoft Azure Cloud resource provisioning, maintenance activities
- Identify business opportunities and areas for improvement
- Design cloud infrastructure that includes designing network, security, full stack application architecture for business applications to use
- Support the development of open architectures and applications, infrastructure, and cloud platforms to ensure they are best suited for Cloud deployment and consumption
- Drive the organization towards Cloud best practices and supporting technologies to enable such capabilities as DevSecOps, Big Data/Analytics, AI, Cloud scalability, and Micro-Services
- Execute technical feasibility assessments, solution estimations and proposal development for Cloud Transformation and Application Modernization to Microsoft Azure
- Document assigned processes as well as ensure all technical documentation is up to date, including the infrastructure/cloud architecture
- Perform any ad-hoc projects as assigned

4. EDUCATION
- Bachelor’s degree in Computer Science, Engineering, Information Technology, or related discipline
- Master’s degree desirable
- Certificates and trainings in Azure, networking, Windows, Linux, security, ITIL, etc.

5. ESSENTIAL QUALIFICATIONS AND EXPERIENCE
- 7+ years of relevant IT and business work experience
- 5+ years of experience in mentoring/leading development teams specializing in building cloud and data platforms
- 3+ years of experience Azure Cloud ecosystems
- 1+ year of experience with Big data initiatives
Experience with Agile development methodologies
Public Cloud platform experience in a Hybrid Cloud environment for IaaS and PaaS
Broad IT Infrastructure and Connectivity experience covering networking, storage, servers and databases
A thorough understanding of the software development lifecycle

6. ADDITIONAL DESIRABLE BUT NON ESSENTIAL QUALIFICATIONS

- A project management certification, preferably Prince 2
- 3+ years of experience in leading projects with moderate to high in risk and complexity
- Hands-on experience in working in an International Organization

7. LANGUAGES

- Fluency in English (Minimum C1 Level)
- Strong command of French (B2 level)

8. COMPETENCIES

- Strong Stakeholder management and relationship building skills
- Strong communication skills, both orally and in written to convey cloud technologies and solutions to all levels of customer personnel

9. CONTRACT AND CONDITIONS

- Staff member under WCO contract of 3 years (with possibility of renewal);
- 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;
- Salary based on Coordinated Organizations scale, B4, step 1 (4114 EUR/month; remuneration exempted from income tax in Belgium);
- Certain allowances where conditions of entitlement are met (as specified by the WCO Staff Manual); and
- Compulsory WCO health insurance deducted from the salary (around 67 EUR/month).

This position is subject to the Manual for Permanent officials.
10. 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 7 October 2022, including a CV and cover letter in English or French by e-mail to:

WCOISTSVacancy@wcoomd.org

Or by mail to:

World Customs Organization
ISTS
Rue du Marché, 30
B-1210 Brussels
Belgium

Interested candidates may submit a request for additional information via e-mail, providing full name and contact details.

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.

11. 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.