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 Microsoft Developer.

The Microsoft Developer will work on the design, development and delivery of services and solutions as part of the development team using the suite of Microsoft's PowerApps, Power BI, SharePoint, Power Automate, Microsoft Teams, custom development, and data integrations on the platform.

The Microsoft Developer is familiar with all aspects of the Development lifecycle and an expert in the development of complex solutions. She/he has hands-on experience of working with Power Apps, Power Automate as well as very good SharePoint Online knowledge. Candidates will need solid technical experience of the M365 products, including Share point and PowerApps. General development skills with Microsoft enterprise cloud technologies such as Dynamics 365, Office 365, and Microsoft Azure are also required.
The Microsoft Developer will also be expected to cover technical matters relating to other technologies outside of M365, notably PHP, mySQL, but possibly other technologies. This is as a secondary aspect to the M365 role.

3. MAIN ACCOUNTABILITIES

Under the supervision of the Head of ISTS, the Microsoft Developer will focus on the following key activities:

- Design, develop and implement variety of SharePoint online and Power Platform centric solutions
- Work with Stakeholders and Customers to understand the business needs to properly build new apps and features
- Serve as a subject matter expert in all aspects of SharePoint Online and Power Platform, including
  - Web Content Management
  - Collaboration
  - Business Process Management
  - Document Management
  - PowerApps
- Collaborate day-to-day with an energetic ISTS team
- Participate in design, code and test review cycles
- Identify areas and processes where Microsoft 365, Office 365, and SharePoint can be better leveraged and facilitate process improvement
- Quickly learn new technologies, platforms and deliver proof-of-concept solutions and/or prototypes
- Deliver virtual demos and training sessions of custom workflow solutions to clients upon request
- Work closely with the Cloud Platform Manager to establish cloud governance framework, structure and policies

4. EDUCATION

- Bachelor’s degree in Computer Science, Engineering, Information Technology, or related discipline

5. ESSENTIAL QUALIFICATIONS AND EXPERIENCE

- Minimum 3 years’ experience in the M365 platform (Microsoft Power Platform, PowerApps, Power Automate, Power BI, SharePoint Online and Teams)
- Minimum 3 years of business systems analysis and support experience
- Minimum 2 years’ experience of Azure AD and Azure ecosystem
• Minimum 2 years’ experience in related M365 technologies such as Dataverse, MS-SQL
• Minimum 1 year of experience in SharePoint Central Administration web application and SharePoint PowerShell commands, SharePoint out-of-the-box functionalities, SharePoint APIs, and SharePoint interactions with Microsoft Office
• Experience in, or a keen interest to learn, PHP, Laravel, JavaScript, HTML5/CSS3, Bootstrap, MySQL, Docker Containerization

6. ADDITIONAL DESIRABLE BUT NON ESSENTIAL QUALIFICATIONS
• A project management certification, preferably Prince 2
• Master’s degree desirable
• Integration experience with Azure, Power apps Chatbots, Power apps AI
• Experience in PnP scripting and SPFX
• Microsoft and other technical certifications (such as Microsoft Certified: Power Platform Solution Architect Expert and Microsoft 365 Certified: Developer Associate)
• Solid understanding of SharePoint security including Active Directory groups, SharePoint groups and site collection structures
• Expert knowledge in Object Oriented Principles and Design Patterns
• Expert knowledge in database design and development
• Experience in authentication and encryption methodologies
• Experience developing software using Agile/Scrum methodology
• 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
• Professional commitment to high quality, and a passion for learning new skills.
• Detail-oriented individual with the ability to rapidly learn new concepts and technologies.
• Strong problem solving skills, including providing simple solutions to complex situations.
• Self-motivated, strong team player with the ability to communicate and collaborate effectively in a geographically disperse working environment.
• Shows commitment to regular, consistent communication within area of responsibility.
• Proactive with a positive attitude.
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.