



World Customs Organization
Organisation mondiale des douanes

INFORMATION TECHNOLOGY SERVICE

HEAD OF INFORMATION TECHNOLOGY

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 187 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 wide 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, as well as fostering international cooperation among them.

2. SHORT DESCRIPTION OF THE VACANT POSITION

The Head of IT reports to the Chief Operating Officer and manages a team of seven IT professionals providing IT services for over 200 staff.

This position would suit an individual motivated by the opportunity to lead the IT team in the ongoing modernization of IT in the WCO and the provision of high-quality IT services.

3. MAIN ACCOUNTABILITIES

Under the supervision of the Chief Operating Officer, the Head of IT will focus on the following key activities:

Leadership:

1. As an integral member of the management team reporting to the Chief Operating Officer, contribute to ensuring effective delivery in line with the WCO Strategic Plan.

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2. Manage the IT team in accordance with the WCO's values, Staff Manuals and policies, including management of leave and attendance, recruitment, onboarding, offboarding and associated knowledge transfer, as well as staff welfare, liaising with the Human Resources (HR) Service and other relevant services, as required.
3. Assign tasks to staff within the IT team, ensuring alignment with individual skills and capacities, balancing workloads to the extent possible, and setting deadlines and expectations.
4. Provide guidance and direction to staff within the IT team, ensuring ongoing two-way feedback, setting objectives and development plans, conducting performance evaluations, and identifying opportunities for development.
5. Ensure effective communication and knowledge-sharing within the IT team, and in coordination with other managers in the WCO.

Strategy and Governance:

6. Develop and implement the WCO IT Strategy and digital roadmap, ensuring regular review and continued alignment with the WCO's strategic objectives.
7. Drive technology modernization and oversee the development and deployment of digital tools.
8. Develop and manage the annual IT budget, ensuring optimal allocation of resources and compliance with WCO financial rules.

IT Operations & Infrastructure Management:

9. Oversee day-to-day IT operations, including networks, servers, cloud services, and enterprise applications.
10. Ensure high availability, performance, and security of mission-critical systems (e.g., customs data exchange platforms) and lead disaster recovery and business continuity planning as required.

Cybersecurity:

11. Implement and enforce robust cybersecurity policies, threat monitoring, and incident response protocols.
12. Conduct regular risk assessments, audits, and penetration testing.

Vendor Management:

13. In coordination with the Legal & Procurement Service, lead procurement processes for IT hardware, software, and services, ensuring cost-effectiveness and compliance.
14. Oversee the effective management of vendor relationships, including negotiations, SLAs, performance monitoring and contract management.

The person appointed will also be required to perform such other duties as may be assigned and may be subject to reassignment within the WCO Secretariat.

4. EDUCATION

- University degree in Information Technology or other relevant disciplines; and

- Relevant training/certifications in Information Technology, and a track record demonstrating continuous professional development.

5. EXPERIENCE AND ESSENTIAL QUALIFICATIONS

- At least 10 years of progressively responsible experience in Information Technology and experience across different domains of IT.
- Management experience and demonstrated ability to develop high-performing teams and use resources effectively to accomplish organizational objectives.
- Motivated by the opportunity to contribute to the modernization of IT Services.
- Strong analytical and problem-solving skills and experience of managing IT projects.
- Excellent inter-personal skills, intercultural awareness and the ability to work effectively with staff and stakeholders.
- Strong communication skills and the ability to present information and draft materials in a clear and concise manner.
- Excellent knowledge of current developments in computer applications and information systems.

6. ADDITIONAL DESIRABLE BUT NON-ESSENTIAL REQUIREMENTS

- Practical experience in an international, multicultural, and multilingual environment.
- Project management certifications.
- Professional experience in a similar position in an international or intergovernmental organization.

7. LANGUAGES

- Fluency in English and/or French, the official working languages of the WCO.
- Knowledge of the other official WCO language would be considered an asset.

8. CONTRACT AND CONDITIONS

- Staff member under WCO contract of five (5) years, with the possibility of renewal up to a maximum total duration of appointment at A-Grade of 10 years.
- Probationary period: six (6) months.
- Full-time employment (thirty-seven (37) hours and forty (40) minutes weekly) at WCO Headquarters in Brussels, Belgium.
- Thirty (30) days of paid annual leave.
- Salary based on the Co-ordinated Organisations' salary scale, grade A3, step 1; amount of 8,091.28 EUR/month (remuneration exempted from income tax in Belgium).
- The basic salary can be augmented by allowances based on the staff member's eligibility, and it is subject to the mandatory withholding of terminal allowance (for retirement planning) and medical and life & disability insurance contributions.

This position is subject to the WCO Staff Manual (for permanent staff). If a candidate is related to current WCO staff members (spouse, father, mother, son, daughter, brother or sister), they are required to specifically indicate this in the application.

9. APPLICATION AND RECRUITMENT PROCESS

Interested candidates should submit their application for review no later than **Sunday 22 March 2026 at midnight Central European Time**, including a CV and motivation letter in English or French. This application should be sent by email to: HOI.vacancy@wcoomd.org

The subject line of the email sent by each candidate should clearly indicate the job vacancy for which they are applying.

The onus is on the applicant to demonstrate how they meet each of the essential qualifications and requirements. Applicants are encouraged to describe tangible achievements in their CV and motivation letter, as well as to include contact details for referees.

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 their application.

Interested candidates may submit a request for additional information via email, providing their full name and contact details.

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

10. ADDITIONAL INFORMATION

The WCO is committed to the principles of integrity, transparency and accountability, as well as to promoting diversity among its staff members. Accordingly, applications from qualified candidates, irrespective of gender, 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. The age limit for employment at the WCO is 65. Please note that the WCO Headquarters building is a non-smoking environment.

Any personal data collected and processed as part of the recruitment procedure will be in accordance with the WCO's Personal Data Protection Policy (available on the WCO website: <https://www.wcoomd.org/en/about-us/legal-instruments/policies.aspx>). Any questions or complaints in this regard may be addressed to the WCO's Data Protection Officer (dpo@wcoomd.org).