Call for Expression of Interest

Post Title:	IT Operations Specialist (Web Maintenance Support)	**Duty Station:**	Madrid, Spain
Reference:	UNWTO/HHRR/CFE/02/ICTC/2026	**Start Date:**	As soon as possible
Area/Type:	II / 5B		
Department:	Information and Communication Technologies	**Duration:**	24 months
Contractual Status:	Service Contract	**Deadline for Applications:**	**26 March 2026**

DUTIES AND RESPONSIBILITIES

The World Tourism Organization (UN Tourism) is the United Nations agency responsible for the promotion of responsible, sustainable and universally accessible tourism.

UN Tourism is currently looking for an **IT Operations Specialist (Web Maintenance Support)** within the **Information and Communications Technologies Department.**

The **Information and Communication Technologies Department** is responsible for providing technological services and technical support to the Organization and in the IT and communications fields (email, intranet, micro computing, applications, network, etc.).

Under the supervision of the Manager, Information and Communication Technologies Department, the incumbent performs the following duties:

1. Manages all aspects of UN Tourism websites maintenance, including the intranet site;

2. Updates existing websites, but also applies appropriate patches, upgrades, and security fixes;

3. Works with the department to create database backups and performs software maintenance and updates of all UN Tourism webpages;

4. Collaborates with other departments to support other strategies for new webs and projects, in consultation with the Communications Department. Upon completion of the project, migrates all the relative webpages to the same service provider;

5. Actively participates in the requirements analysis, design, development, and testing of website enhancements, new development, maintenance, and debugging of current/new UN Tourism webpages and CRM system;

6. Tests and troubleshoots all website functions;

7. Acts as web architecture expert driving discussions on support, scalability, and maintenance of the servers and architectural components that support the web infrastructure;

8. Manages and maintains back-up systems and performs recovery;

9. Ensures that all the websites along with the pages attached to them are in working properly;

10. Checks the level of security for each website and updates when needed and reviews each site and marks out the changes required in every website;

11. Ensures that the sites are secured and the user data they may incorporate are also safeguarded and updated (contact users from time to time);

12. Plans out future modifications for the websites and keeps abreast with new technologies and software to develop the online presence and success of the sites;

13. Performs other duties, as required.

REQUIREMENTS

Academic	▪ Advanced university degree (Master's degree or equivalent) in the field of computer science, telecommunications, information systems or a field related to the activities of the department; an advanced university degree in another discipline may be accepted in lieu if it is pertinent to the requirements of the post and in combination with relevant professional experience.
Experience	▪ Minimum of five years of experience working with Drupal and WordPress as a web development tool, any other would be an asset; ▪ Minimum of three years of experience working with SharePoint online and on premise (Version 2016); ▪ Minimum of five years of experience working with PHP, HTML, CSS, MySQL/MariaDB, Java, and JavaScript; ▪ Minimum of five years of experience working with WAF services such as Akamai, Imperva or Cloudflare; ▪ Minimum of four years of experience administrating and troubleshooting Linux systems; ▪ Demonstrated experience in Apache / Nginx administration; ▪ Demonstrated experience in attack surface analysis; ▪ Proven experience in migration and upgrades of web pages; ▪ Proven experience with XML and XSLT for data importing and integration.
Languages	▪ Fluency in English is essential; ▪ Good working knowledge of another of the official languages of the Organization (Arabic, Chinese, French, Spanish or Russian) is an asset.
Computer Skills	▪ Excellent knowledge of Microsoft Office software (especially Office 365 package) and Windows 11; ▪ Web development knowledge of frameworks, AngularJS, Backbone.js, AP, and Python/django is an asset; ▪ Functional knowledge of HTML; CSS; AJAX and JAVA Script/JQuery; ▪ Demonstrated ability to work with AI solutions will be a plus.
Other Skills and Competencies	▪ Ability to learn new technical skills through self-learning; ▪ Strong organizational skills, with the ability to manage multiple projects, work under pressure and meet tight deadlines; ▪ Demonstrated ability to work in a multicultural, multiethnic environment with sensitivity and respect for diversity; ▪ Demonstrated ability to work independently within assigned areas, showing initiative and judgment; ▪ Sense of responsibility and commitment; ▪ Knowledge of structures and procedures of international organizations and/or of national administrations is desirable; ▪ Previous experience in the United Nations or another international organization would be an asset.
Remuneration and Other Conditions	The monthly remuneration of the selected candidate would be in the base range of **EUR 2,200 – EUR 2,600**, depending on previous professional experience, skills and competencies. The Service Contract holder will be affiliated to the UN Tourism health insurance plan (co-shared scheme in conformity with the Organization's procedures). The Organization will contribute 13% of the aforementioned monthly remuneration to the individual's pension scheme.

| **Application Procedure** | Interested applicants are requested to complete the **Online UN Tourism Personal History Form**. Please note that UN Tourism will only accept applications received through our web-based system. Applications sent by other means (e.g. post, email, etc.) or received after the deadline indicated above, will not be taken into consideration. |

- **As per UN Tourism's policy on contractual mechanisms, the maximum length of service for Service Contracts shall be limited to three years, extendable on an exceptional basis up to a total of four years;**
- Candidates who do not receive any feedback within three months of the deadline should consider their application as unsuccessful;
- Short-listed candidates may be asked to take a competitive exam and/or interview as part of the final phase of the selection process. These candidates will be contacted directly for this purpose;
- **There is no guarantee either that the initial contract will be renewed or that a career appointment within UN Tourism will subsequently be offered. Any extension beyond the advertised duration is subject to the availability of funds and necessities of service.**