

ICMPD Job Profile

Modernisation Officer – AI and Automation¹

Functional Overview

Within ICMPD's Mediterranean operations, the Modernisation Officer - AI and Automation contributes to the integration of AI enabled and automation solutions across regional portfolios and projects, including those delivered through field offices in Jordan, Lebanon, Libya and Tunisia. Working under the overall supervision of the Regional Portfolio Manager, and in close coordination with Portfolio Managers, Project Managers, and relevant HQ counterparts, the position supports the application of regional modernisation priorities within project delivery, ensuring alignment with organisational standards, policies, and operational requirements.

The role focuses on supporting the identification, assessment, design, and implementation of fit for purpose AI enabled and automation solutions across projects in the region, contributing to quality, timeliness, compliance, and resource efficiency within defined project scopes and operational priorities. The position contributes to the development and implementation of project level solutions and outputs related to automation, knowledge retrieval approaches, delivery checklists, basic analytics and dashboards, results evidence pipelines, document workflows, and translation or proofreading support. This includes gathering and analysing requirements, facilitating stakeholder inputs, assessing solution options, including third party tools where relevant, and coordinating implementation with delivery teams, with a focus on practical and scalable outputs.

The incumbent contributes to the responsible and secure application of AI and automation in line with institutional data protection and information security requirements and with relevant principles of responsible AI, including human oversight, transparency, risk awareness, and inclusion, applying existing organisational frameworks and guidance. Where relevant and within approved project objectives, the position also provides technical support to project activities involving partner country institutions in the area of digitalisation and innovation, helping to ensure that solutions are context appropriate, practical, and sustainable.

Key Results

Coordinated Project Level AI and Automation Support: Project teams across the Mediterranean region are supported in identifying, assessing, and advancing AI enabled and automation solutions that respond to operational needs and project delivery requirements. Project level initiatives are coordinated in line with regional priorities and organisational standards, contributing to coherence, reduced duplication, and more efficient implementation. Solutions and practices with potential for wider use are documented and shared for possible adaptation across projects where appropriate.

Fit for Purpose Digital Solutions for Project Delivery: Technical support is provided for the development, adaptation, and rollout of digital tools, dashboards, workflow solutions, and related delivery support mechanisms within approved project scopes. Requirements, use cases, and implementation considerations are analysed and translated into practical proposals and solution options. The operation of systems, processes,

¹ This profile is classified at IP/LP3.

and project activities is strengthened through solutions that are feasible, user oriented, and aligned with delivery needs.

Responsible AI and Risk Aware Implementation: AI and automation related initiatives are supported with appropriate consideration for privacy, information security, human oversight, transparency, and operational risk. Risks related to data sensitivity, misuse, bias, and vendor or platform dependency are identified, flagged, and addressed through practical mitigation measures within existing organisational frameworks. Project teams are supported in applying available guidance and controls to strengthen compliant and responsible adoption.

Capacity Development and Knowledge Sharing: Guidance notes, SOPs, templates, toolkits, and user aids are developed and maintained to support consistent implementation of modernised delivery practices across the region. Good practices and lessons learned from project implementation are captured and shared through established channels to support replication and organisational learning. Relevant project teams and stakeholders are supported through targeted training, practical guidance, and on the job assistance to strengthen adoption and effective use of AI and automation solutions.

Required Expertise

- Strong analytical and conceptual skills, with the ability to support the application of AI enabled and automation approaches in project delivery and operational processes.
- Demonstrated expertise in AI, automation, digitalisation, or related methodologies, including awareness of associated operational, reputational, and governance risks.
- Proven ability to analyse delivery processes, identify improvement or automation opportunities, and contribute to practical and reusable solutions within programme and project contexts.
- Experience in gathering requirements, assessing user needs, and supporting the design and implementation of digital tools, workflows, or system improvements.
- Ability to assess and compare digital and AI related solutions, including third party tools where relevant, and to contribute to defining requirements, use cases, acceptance criteria, and implementation safeguards.
- Sound understanding of data governance, information management, and responsible AI principles, with the ability to translate them into practical guidance for project teams.
- Strong coordination skills and the ability to manage assigned initiatives and collaborate effectively across portfolios, projects, countries, and functions in an international context.
- Ability to translate technical concepts into clear, practical, user-oriented guidance and support materials for non-technical audiences.
- Proven capability to support capacity development and adoption of modernised delivery practices through training, coaching, documentation, and user support.

Qualifications, Experience and Language Skills

- Master's degree (or equivalent) in a relevant field. A first-level university degree (Bachelor's degree or equivalent) with two additional years of relevant work experience may be accepted in lieu of the Master's degree.
- Minimum of 5 years of professional experience in digital transformation, automation, or AI-enabled solutions, preferably in international programme environments.
- Strong analytical, drafting, communication, and presentation skills.
- Proficiency in (verbal/written) English; knowledge of Arabic and/or French is an asset.
- Advanced proficiency in digital, IT, and collaboration tools.
- Relevant certifications (e.g. ITIL) are an asset.