

## ICMPD Job Profile

# Modernisation Officer – AI and Automation Support<sup>1</sup>

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### Functional Overview

Within ICMPD's Mediterranean operations, the Modernisation Officer - AI and Automation Support contributes to the implementation and day to day coordination of AI enabled and automation related activities across regional portfolios and projects, including those delivered through field offices in Jordan, Lebanon, Libya and Tunisia.

Working under the supervision of the Modernisation Officer - AI and Automation, and in coordination with project teams and relevant stakeholders, the role supports the organisation, tracking, and follow up of modernisation related activities across multiple projects, helping to ensure continuity, consistency, and timely delivery in line with agreed priorities and organisational procedures.

The position supports the application of shared service approaches for AI enabled and digital delivery, including workflows, service trackers, standard operating procedures, and implementation support arrangements. The role contributes to the rollout and routine maintenance of project level solutions and outputs such as dashboards, automation workflows, knowledge systems, structured content, and related digital tools. The incumbent also supports coordination with experts and service providers and contributes to procurement and contract follow up processes within established rules, procedures, and project requirements.

### Key Results

**Support to Operational Coordination of Modernisation Activities:** Project needs are supported through their translation into structured tasks and deliverables, including inputs to requirements, work packages, and acceptance criteria. Support is provided to the coordination and follow-up of modernisation activities across projects, including tracking of progress and identification of implementation issues. Shared workflows, service trackers, and SOPs are applied and maintained to support continuity and consistency in delivery.

**Support to Delivery of Digital and AI-enabled Solutions:** Project teams are supported in the implementation of digital and AI-enabled solutions, including data platforms, dashboards, automation workflows, and knowledge systems. Inputs are provided to the structuring of delivery components for AI-enabled learning solutions, including tutor bots and related tools. Structured documentation and content are supported and maintained, including contributions to knowledge systems and LLM-based tools where applicable.

**Support to Coordination of Experts and Service Providers:** Coordination with experts and service providers is supported, including facilitation of tasking, follow-up of deliverables, and review of outputs against defined requirements. Inputs are provided to quality assurance processes, with issues identified and flagged to

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<sup>1</sup> This profile is classified at IP/LP2.

relevant stakeholders. Support is provided to monitoring of performance against agreed specifications and timelines.

**Support to Procurement and Contract Management:** Inputs are provided to procurement processes, including drafting support for terms of reference and technical specifications. Support is provided to evaluation processes, contract tracking, and follow-up of deliverables in line with ICMPD rules and procedures. Vendor performance and delivery timelines are monitored, and issues are flagged to support continuity and value for money.

### Required Expertise

- Strong organisational and coordination skills, with the ability to manage multiple tasks and follow up on parallel activities across projects.
- Analytical thinking with the ability to understand project requirements and contribute to structuring tasks and deliverables.
- Working knowledge of digital tools and systems (e.g. dashboards, automation tools, knowledge platforms), with the ability to support their application in operational contexts.
- Basic understanding of AI-enabled solutions and their practical use in programme delivery environments.
- Familiarity with procurement and contract management processes, including working with service providers and monitoring deliverables.
- Ability to work with structured workflows, trackers, and documentation, ensuring accuracy and consistency.
- Attention to detail, including the ability to review outputs and identify inconsistencies or issues.
- Ability to communicate clearly with both technical and non-technical stakeholders.
- Ability to work in an international and multi-stakeholder environment, maintaining effective working relationships.

### Qualifications, Experience and Language Skills

- Master's Degree related to the area of work or equivalent. 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 3 years of relevant professional experience in project support, digital tools, or operational coordination, preferably in an international context.
- Good drafting, coordination and organisational skills.
- Proficiency in (verbal/written) English, proficiency in French and/or Arabic required, third language an asset.
- Proficiency in the use of standard IT tools.