

Vacancy No:	VA/UNSSC/007/2026
Post Title:	Associate Digital Learning Officer (2 positions), P2
Organizational Unit:	Integrated Business Centre, Digital Learning Services Unit
Duty Station:	Turin, Italy
Duration:	1 year; extensions are subject to satisfactory performance and availability of funds
Deadline for applications:	24 August 2026

At the United Nations System Staff College (UNSSC), the paramount consideration in the recruitment and employment of staff is the necessity of securing the highest standards of efficiency, competence and integrity, with due regard to geographic diversity. All employment decisions are made on the basis of qualifications and organizational needs. UNSSC is committed to creating a diverse and inclusive environment of mutual respect.

The United Nations recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural and ethnic backgrounds or disabilities. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested and indicated in the application.

Organizational Context:

The United Nations System Staff College (UNSSC) is dedicated to serving the learning and knowledge needs of the UN system and partner organizations. We create first-rate learning experiences grounded in the bedrock values of multilateralism and dignity for all enshrined in the UN charter. Participants in our programmes rely on UNSSC to enhance their knowledge and skills across leadership and management, sustainable development, and peace and security. UNSSC is headquartered in Turin, Italy with an office in Bonn, Germany.

The United Nations System Staff College operates through two distinct but interdependent departments: 1) Learning and Knowledge Services (LKS), and 2) Integrated Business Services (IBC). The IBC adds value to the relationship between UNSSC, its clients and donors through integrated support to UNSSC's Directorate and programmes in a manner that optimizes quality and agility of services; facilitates compliance with UN rules and regulations; leverages business insight and service opportunities; while making use of innovative technologies to increase efficiency and impact, thus contributing to positioning UNSSC as a centre of excellence and top provider of learning services for UN personnel within the UN system.

Two new positions are available at the Digital Learning Services (DLS) unit in the IBC. The DLS unit is behind the design, coordination and development of UNSSC's Blue Line, a global learning hub for personalized and self-directed learning as well as the design and administration of UNSSC's Learning Management System (LMS).

Both service lines require a combination of technical LMS expertise, content portfolio management, and learning experience design capability; competencies that DLS treats as inseparable, operating as a unit in which these dimensions reinforce one another rather than function as separate workstreams.

UNSSC is looking for motivated professionals to contribute across the full breadth of DLS operations. The Associate Digital Learning Officers will operate at the intersection of learning technology, instructional design and user experience, supporting DLS in delivering a coherent, high-quality, and continuously evolving digital learning offer for the UN system.

Terms of reference:

Reporting directly to the Team Lead of IBC-DLS, the Associate Digital Learning Officers will be responsible for providing the following services:

LMS management and development services:

- Support the day-to-day administration of UNSSC's LMS infrastructure, including user account management, role assignments, enrolment processing, and course setup, in accordance with established policies and governance frameworks.
- Provide client technical support through the LMS Service Desk, ensuring timely resolution of user requests in line with service-level agreements, and contribute to the maintenance of LMS support documentation including user guides, FAQs, and standard operating procedures
- Provide guidance to LMS clients on course setup, content structuring, assessment configuration, and learner pathway design, applying instructional design best practices to ensure platform capabilities are leveraged in ways that maximize learning effectiveness and quality of the learning experience.
- Contribute to the scoping, development and testing of new LMS functionalities, custom features, and system enhancements, ensuring technical outputs meet defined requirements and quality standards prior to deployment, and coordinating with external vendors throughout the development cycle.
- Support the implementation of UNSSC's ISO 9001:2015 Quality Management System as it applies to LMS service operations, including documentation of service processes, operational controls, and non-conformance records; contribute to internal audit preparation and assist in tracking service quality indicators and customer satisfaction benchmarks for QMS review and management reporting.

Blue Line content architecture and learning design services:

- Support the coordination of the Blue Line content portfolio and implementation of its content architecture framework, including taxonomy structures, learning pathway logic, audience segmentation, and content categorization standards to ensure a consistent and navigable learning experience for learners in the Blue Line.
- Coordinate with internal UNSSC programme teams, external contributors, and subject matter experts to manage the full content lifecycle, from concept and development through quality review, publication, and periodic refresh, in accordance with established editorial and instructional standards.
- Contribute to the development of Blue Line learning content and provide guidance to UNSSC programme teams and external organizations seeking to contribute to the platform on the application of instructional design best practices, ensuring that all content published on the Blue Line meets a consistent standard of instructional quality and learner-centredness regardless of its origin.
- Serve as the operational bridge between DLS and UNSSC LKS, coordinating joint planning activities, shared content review cycles, and cross-functional development initiatives to ensure coherence across UNSSC's learning and knowledge offer.
- Contribute to the quality of the Blue Line user experience by ensuring that courses, pathways, and learning activities are well-configured, accurately described, and consistently aligned with instructional design standards and platform capability; conduct periodic quality reviews identifying eventual configuration issues, content inconsistencies, accessibility gaps, and user experience weaknesses, and coordinate remediation accordingly.
- Coordinate the organization and delivery of Blue Line Live events, managing the full event lifecycle from concept development and speaker coordination through promotion, facilitation support, and post-event follow-up, ensuring live events complement and reinforce the Blue Line's self-directed content offer.
- Support the design and implementation of a community of practice model for the Blue Line, actively guiding existing UN system communities of practice and onboarding newly emerging ones, providing orientation, facilitation guidance, and purpose-built enablement resources to sustain member engagement and generate content that enriches the Blue Line catalogue.

User experience research and monitoring services:

- Support monitoring of LMS platforms performance data, including usage analytics, learner engagement metrics, and other performance trends to identify areas for improvement.
- Map client-facing touchpoints across the user journey, identifying gaps, friction points, and opportunities to improve the user experience at each stage.

- Translate functional and user experience requirements, derived from stakeholder consultations, feedback analysis, and UX research, into structured technical specifications and user stories for vendor implementation.
- Ensure that insights gathered through monitoring and feedback activities are systematically fed back into service improvement cycles across both LMS and Blue Line operations, contributing to a continuous improvement culture within DLS.
- Contribute to user research activities, including the preparation of interview guides, survey instruments, and synthesis outputs, to support evidence-based LMS service improvements.
- Keep updated with the latest trends in technology-enhanced learning and learning experience design.

Stakeholder engagement and communication services:

- Support the implementation of DLS communication and capacity development strategies, including the preparation of newsletters, platform update announcements, contributor guidance materials, and user-facing documentation for both LMS and Blue Line audiences.
- Contribute to the planning and execution of client engagement activities and digital outreach campaigns to promote LMS and Blue Line services, maintaining a client engagement calendar and ensuring timely and coordinated communication across the DLS portfolio.
- Assist in facilitating training sessions and onboarding activities for new LMS administrators, course owners, and Blue Line contributors, applying instructional design and plain language principles to ensure clarity and usability of all enablement resources.
- Produce periodic adoption and engagement reports, translating platform usage data and outreach metrics into actionable insights for DLS management and relevant stakeholders.

Other duties as assigned

Qualifications required

Education

Advanced University degree in adult learning, instructional design, digital marketing, cognitive science, social sciences, or related human sciences.

A first level degree with a relevant combination of academic qualifications and experience may be considered in lieu of the advanced University degree.

Experience

- At least two years of working experience in LMS administration, instructional design, digital content management, or a related digital learning function (required).
- Demonstrated experience in course design and development, including the application of instructional design methodologies to structure learning content, formulate learning objectives, and design assessments; combined with demonstrated experience providing instructional design advisory support to content authors, course administrators, or subject matter experts on course setup, learner pathway design, and engagement strategies within an LMS environment (required).
- Experience working with LMS platforms, particularly in the configuration, publication, quality assurance, and technical administration of learning programmes and content assets, preferably in a Moodle or comparable enterprise LMS environment (required).
- Demonstrated experience in compiling and analysing user feedback data, satisfaction survey results, or UX research outputs (required).
- Experience coordinating multi-stakeholder content development processes, including engagement with subject matter experts, editorial review cycles, and content lifecycle management (required).
- Familiarity with quality management principles and experience supporting the implementation or maintenance of ISO 9001:2015 or equivalent frameworks in a service delivery context (desirable).
- Experience in developing engagement strategies for digital services, learning platforms, or technology adoption initiatives (desirable).
- Previous working experience in the UN System (highly desirable).

Languages

Fluency in oral and written English is required. Knowledge of another UN official language is desirable.

Competencies:

Professionalism:

Solid understanding of learning management systems, digital learning technologies, instructional design, and content portfolio management. Demonstrated capacity to compile, analyse, and synthesise operational and user data to support evidence-based decision-making. Ability to lead LMS technical development cycles under senior supervision, including coordination of external vendors, management of development requirements, and structured testing of platform functionalities. Proven experience in learning ecosystem design, UX and content management and curation. Commitment to quality, accuracy, and continuous improvement in learning service delivery.

Planning and Organizing: Develops clear goals and translates them into actionable work plans with defined milestones, responsibilities, and timelines.

Demonstrated ability to manage concurrent operational workstreams while maintaining service continuity and meeting agreed service levels. Anticipates technical and operational risks, adjusts priorities as platform and stakeholder demands evolve, and maintains structured records and reporting mechanisms to ensure transparency and accountability across areas of LMS service delivery.

Client Orientation: Considers all those to whom services are provided to be “clients” and seeks to see things from clients’ point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients’ needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients’ environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.

Communication: Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.

Creativity: Actively seeks to improve programmes or services; offers new and different options to solve problems or meet client needs; promotes and persuades others to consider new ideas; takes calculated risks on new and unusual ideas; thinks “outside the box”; takes an interest in new ideas and new ways of doing things; is not bound by current thinking or traditional approaches.

Teamwork: Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others’ ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

Commitment to Continuous Learning: proven ability to keep abreast of new developments in own occupation/profession; willingness to develop oneself professionally and personally; willingness and ability to contribute to the learning of colleagues; willingness to learn from others; ability and willingness to seek feedback to learn and improve.

Technological Awareness: Solid knowledge and experience of learning management systems, development processes and scalability practices. Understanding of applicability and limitation of technology to the work of the office and experience on the application of technology to support learning and training intervention. Experience with ERP systems, Moodle-based or similar learning management systems, Drupal or similar Content Management Systems, and Salesforce or similar Customer Relationship Management systems, would be an

asset. Experience with UX measurement and research methods would be an advantage.

Submission of applications

The application (in English) should include the following:

- a duly completed, updated and signed P11 form (<http://www.unssc.org/sites/unssc.org/files/p11un.doc>)
- a motivation letter elaborating in a concise style why you consider yourself qualified for this position

Please apply through the online application form available at:

<https://www.unssc.org/about/employment-opportunities>.