

TERMS OF REFERENCE

Individual Contractor Announcement # IGFP-1903

Vacancy: WebEx Coordinator

Implementing Entity:

United Nations Department of Economic and Social Affairs/ Division for Sustainable Development/Internet Governance Forum (IGF) Secretariat

I. Organization Setting and Reporting

The second phase of the World Summit on the Information Society (WSIS) held in Tunis on 16 – 18 November 2005, requested the Secretary-General, amongst other, to convene “a new forum for multistakeholder policy dialogue – the Internet Governance Forum (IGF). The Internet Governance Forum Secretariat is based in the United Nations Offices at Geneva (UNOG). The mandate of the IGF, set out in Paragraph 72 of the Tunis Agenda for the Information Society is to discuss the main public policy issues related to Internet governance in order to foster the sustainability, robustness, security, stability and development of the Internet.

In preparation for the 11th Annual Meeting of the Internet Governance Forum (IGF) to be held on 6-9 December 2016 in Guadalajara, Mexico, the Individual Contractor will be responsible for the following tasks, under the overall guidance of the Programme and Technology Manager of the Internet Governance Forum (IGF) Secretariat:

1. Provide support to the IGF Secretariat, concentrating on the remote participation initiatives of the Secretariat liaising with stakeholders, remote hubs and remote moderators to enable their participation in the meetings of the IGF.
2. Focus on training remote hub organizers and remote participants on the use of WebEx as a tool for interaction;
3. Provide customer focus to all stakeholders;
4. Perform other duties related to the IGF remote participation initiatives as required by the IGF Programme and Technology Manager.

II. Duration of Contract

The proposed contract will be for a period of eleven (11) working days within the period of 14 November - 16 December 2016.

III. Duty Station

The Individual Contractor will be required to travel to Guadalajara, Mexico, to perform the tasks for the IGF Meeting on 6-9 December 2016 and also work remotely. The work in Guadalajara will start on 2 December 2016 until 9 December 2016. For this purpose, the Individual Contractor will be provided with travel (round trip airfare, DSA and terminal expenses) in line with UN entitlements.

IV. Activities, Expected Outputs, and Milestones

14 November – 16 December (3 days)

Working remotely the Individual Contractor is expected to do the following tasks:

1. Contact remote hub leaders to organize successful remote hubs for the IGF2016 meeting
2. Coordinate with the IGF Secretariat Associate Information Systems Officer
3. Produce a working report

2 December – 4 December (3 days) (onsite):

While in the meeting venue in Guadalajara, the Individual Contractor is expected to do the following tasks:

1. Report for duty on 2 December and to meet with the technical people at the meeting venue and go over the remote participation arrangements.
2. Carry out two dry runs for rooms 6 to 11 to ensure that everything is prepared and report the problems to the technical expert
3. Carry out two training sessions for remote moderators and remote panellists/hubs;
4. Train the remote participation volunteers on the WebEx system and making interventions
5. Ensure that the remote participants or moderators with special needs have received enough support

5–9 December – 5 days (onsite):

1. Ensure the smooth running of the remote participation efforts during the IGF2016;
2. Ensure smooth running of remote participations in rooms 6 to 11.
3. Ensure all the main sessions have appropriate remote participation facilities and assign expert remote moderators to the main sessions

V. Performance Indicators

The performance of the Individual Contractor will be measured by the following indicators:

- Timely submission or completion of expected outputs.
- Positive feedback from IGF Secretariat, UNDESA, host country, remote hubs leaders, workshop organizers and the IGF Programme and Technology Manager.
- Quality of produced report.

VI. Terms of Payment

The Individual Contractor's fee will be commensurate with experience.

Payment will be in a lump-sum upon successful completion or implementation of expected tasks as mentioned in the above Terms of Reference.

The Individual Contractor fee will be payable upon receipt of certification from the Supervisor that the services have been satisfactorily performed based on the TOR.

VII. Qualifications, Experience and Skills

1. Bachelor degree in an ICT or communications related field highly desirable.
2. Relevant professional experience, preferably at the international level.
3. Experience with Webex and remote collaboration tools is essential.
4. Familiarity with the broad range of ICT-for-development issues desirable.
5. Good knowledge of computer operations, website design and management.
6. Client orientation and reporting capabilities.
7. Proven organizational, communication and training skills. Experience in working in international environments highly desirable.

VIII. Languages:

Fluency in English is required (both oral and written). Working knowledge of Spanish highly desirable. Knowledge of another official UN language would be considered an asset.

Interested candidates can forward a completed P-11 form and cover letter to the IGF Secretariat at: vacancies@intgovforum.org by 24 October 2016.