

Individual Contractor Services

Requisition Title ePCT Operation Support Officer

Title of Assignment: ePCT Operation Support Officer

Name of unit/sector: PCT Information Systems Division, Patents and Technology Sector

Place of Assignment: The Republic of Korea

Expected duration of assignment: 6 months

1. Objective of the assignment

PCT Information Systems Division under the PCT Services Department provides ICT services to underpin a highly successful international patent filing treaty, known as the Patent Cooperation Treaty. The PCT is responsible for generating approximately 75% of WIPO's revenue and is used all over the world.

WIPO has been seamlessly improving the PCT IT services to deliver better user experience. Following the decommissioning of the PCT-SAFE system in 2022, WIPO now focuses on development of the ePCT system with a new ePCT filing business continuity service and reshapes the work process in a full text XML scheme.

Korean Intellectual Property Office (KIPO) is one of the most crucial partners in operating the current system and developing future models. KIPO and Korean users successfully transitioned from the PCT-SAFE to the ePCT system. Currently, 99% of PCT applications for RO/KR are filed via the ePCT system and it makes up significantly large portion of full text XML filings, the most desirable filing format.

Based on the above-mentioned changes and Korean users' behaviors, WIPO is promoting the advanced features of the ePCT system and providing ePCT system operation support in a more customer-friendly manner. The ePCT Operation Support Officer will work in the Republic of Korea and will deliver the following services to Korean PCT users.

2. Deliverables/services

- (a) Deliver high-level customer services to users regarding ePCT operational matters. Provide technical support associated with both KIPO and WIPO IT systems for PCT applications, supporting ePCT Helpdesk and KIPO Customer Center.
- (b) Establish efficient communication channels and share knowledge with relevant PCT users and KIPO personnel, including capacity building of KIPO Customer Center and providing user guides in Korean. Lead and participate in person in seminars and other events when required.
- (c) Support to provide reliable ePCT filing services for Korean users. Monitor the ePCT systems and take necessary actions to deliver the contingency measures to Korean users in collaboration with WIPO and KIPO in case of unexpected system failures.
- (d) Promote the evolving features of the ePCT system such as ePCT Web Service, work-sharing connection and post-filing features.

3. Reporting

The incumbent will report to the Director of PCT Information Systems Division, Patents and Technology Sector.

4. Profile (e.g. area of specialization/expertise, specific knowledge/skills/experience)

Professional experience in intellectual property, either in public or private sectors.

Very good understanding of the PCT and ability to learn and explain on PCT IT tools.

Excellent communication skills to deliver high-quality client-oriented services.

Excellent IT skills for document processing, data management and data search.

Excellent written and spoken knowledge of Korean and good knowledge of English.

Excellent interpersonal skills and ability to maintain effective partnerships and working relations in a multicultural, multi-ethnic environment with sensitivity and respect for diversity.

5. Duration of contract and payment

The contract is expected for an initial period of 6 months, renewable based on needs and satisfactory performance. The duration of ICS contracts can vary up to two years maximum (full-time equivalent).

The rate will be established per day. Applicants are requested to provide an indication of their remuneration expectations in Swiss francs (daily rate).

The payment will be performed on a per-unit price on a time and material basis.

It is expected that the workload will not exceed an average of 40 hours per week.