**INFORMATION TECHNOLOGY OFFICER 2 – JOB DESCRIPTION TEMPLATE (JDT)**

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| **Qualities** | **Description** |
| **Summary** | * The IT Officer 2 is the primary contact for all Information and Communication Technology (ICT) issues within the Country Program, responsible for deployment, maintenance and troubleshooting of the interactive communication and collaboration system for the Country Program/Local Office, including here field offices. The IT Officer’s 2 responsibility is to ensure the network system is running smoothly and virus-free, provide system administration and maintenance, ensure data protection and provide end-user support. The IT Officer 2 stays abreast of ICT developments in the international and local market, providing recommendations based on opportunities to improve the efficiency and impact of CRS programming and overall performance. Other key responsibilities of the IT Officer is provision of consulting and guidance on integrating ICT for development solutions in program implementation and provision of technical assistance on ICT-related issues to partners in complex programming environment. |
| **Key Responsibilities** | **System Development, Deployment and Maintenance**   * Configure, monitor and maintain network system, including internet and antiviral protection, in coordination with EMECA Regional IT Manager. * Deploy and maintain CRS information and communication technology procedures and policies. * Assist with implementation of knowledge and information management systems. * Provide end-user support, configuration and maintenance of client computers in the Country Program. Maintain a logbook of ICT problems and helpdesk requests. * Deploy, maintain and monitor server infrastructure within CP, virtual and physical, as per regional guidelines. * Ensure client virus protection and disaster recovery support. * Maintain PBX billing system as required by CP. * Research and provide recommendations on new technologies to improve the efficiency of the CP ICT systems. * Be responsible for keeping current records within CP of assignment with regard to IT equipment in the Property Usage Book, as per policy PPM-EME-ADM-004, Use of CRS Property. * Ensure ICT equipment purchases are in accordance with CP needs and Agency standards.   **Capacity Building and Program support**   * Maintain personal and professional development to meet the changing demands of the job (participate in appropriate training activities). * Develop, and implement as feasible, training programs to boost CP/LO staff and partners capacity in the area of ICT. * Provide technical assistance and develop/implement solutions to systematically improve CP/LO Program and Management Quality. * Plan and technically lead procurement processes for equipment and solutions to support CP/LO offices growth plans.   **ICT for Development (ICT4D)**   * In coordination with the country program programming staff (particularly the Head of Programs and M&E Unit) and regional IT team, consult and provide guidance on integrating ICT solutions in program implementation. * Ensure deployment of ICT solutions integrated within CRS projects and provide ongoing technical support as needed.   **Technical Assistance to CRS’ Partners**   * Provide ICT support to CRS’ partners, remotely or on-site, as requested by CP management and in line with CRS’ capacity. * Train local Sub Awardees (Partners) staff to use the M&E system   **Reporting**   * Prepare IT system reports on a monthly basis and as required   **Other**   * All other duties as assigned by the supervisor and within scope of general responsibilities |
| **Key Working Relationship** | **Supervisory:**  **I**T Assistant, IT Officer 1  **Internal:**  Operations Manager/Delegate, Country Program Staff, Regional IT team  **External:**  CRS partners, ICT vendors, ICT solution providers, ISPs. |
| **Agency-wide Competencies** | * These are rooted in the mission, values, and guiding principles of CRS and used by each staff member to fulfill his or her responsibilities and achieve the desired results. * Serves with Integrity * Models Stewardship * Cultivates Constructive Relationships * Promotes Learning |
| **Personal Skills** | * Strong client-service focus; able to work with diverse groups of people in a team-oriented environment * Skilled in obtaining information necessary to accomplish duties * Able to prioritize work, multi-task and meet deadlines * Problem analysis and problem resolution at both a strategic and functional level * Able to express technical ideas and concerns in a non-technical environment * Able to adapt and learn * Ability to anticipate systems’ impact on organizational effectiveness and people * Strong organization and planning skills, detail-oriented * Maturity and discretion, able to work with, and maintain confidential information * Comfortable working within a Roman Catholic organization and upholding the principles of Catholic Social Teaching. |
| **Qualifications** | * Graduate degree in a respective field such as Computer Networking, Programming, Information Systems, Internet Technologies, significant work experience in a directly related field will be considered in lieu of a graduate degree * At least three years of experience in the ICT field. * Fluency in written and spoken English; excellent written and oral communication skills. * As network infrastructure consist of Microsoft based products, knowledge in the following areas is necessary:   1. Windows 2003/2008 network infrastructure with active directory and group policy, including virtual environment under Hyper-V   2. Windows XP/7 professional client operating systems   3. Office 2007 * Antivirus protection strategies * Disaster recovery procedures * TCP/IP networking * PBX maintenance (Panasonic) * PC hardware |
| **Disclaimer** | * This job description is not an exhaustive list of the skill, effort, duties, and responsibilities associated with the position. |

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| Employee | Name | Signature | Date |
| Supervisor | Name | Signature | Date |
| CR or Designate | Name | Signature | Date |