**INFORMATION TECHNOLOGY COMMUNICATION SPECIALIST – JOB DESCRIPTION TEMPLATE (JDT)**

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| **Qualities** | **Description** |
| **Summary** | * Responsible for research, design, plan, deploy, train and manage all technologies relevant to program areas. Advising CRS business units on increasing their effectiveness through the use of innovative technology, providing training to technical staff charged with the collection and analysis of geographic data, and providing data management services for CRS’ agency-wide geographic information sharing platform.
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| **Key Responsibilities** | **Responsibilities*** Partners with program teams to create baseline study of program areas.
* Partners with program area staff in analysis of their needs.
* Detail the design of the business processes associated with CRS ICT solutions.
* Validate new process designs with solution sponsors and users in conjunction with prototyping efforts.
* Advises program areas on opportunities to increase their effectiveness through the additional uses of program area technology.
* Develops standards for collection, analysis, quality management, and sharing of program area information.
* Supports the development of standards for data collection devices, data analysis tools and data management systems for program areas.
* Develops guidelines for sharing program area information with the relief and development community.
* Lead or co-lead in development of program area projects.
* Provide guidance to designers and developers on program solutions.
* Develop business procedures and system user guides.
* Develops and provides training to program staff in the collection and analysis of program area information.
* Development of system training materials and system test procedures.
* Train and coach Global Service Desk and ICT support staff on supporting technologies in program areas.
* Partner with program staff on integrating solutions in program implementation.
* Ensure deployment of and ongoing technical support in ICT solutions integrated within programming interventions.
* Participate in the forum of Agency wide strategy development.
* Responsible for the alignment of agency wide initiatives to assigned regional or country program.
* Supports the implementation of an agency wide program area sharing platform.
* Represents CRS in relief and development sector working groups and projects, such as the NetHope working group.
* Ensure suppliers are aligned to meet CRS business process requirements.
* Ensure consistency in service delivery against established policies, procedures, and service standards.

**Budget Responsibilities*** Input to budget development and expense approval per MoA.

**Regional and Country Specific Requirements*** Examples; VSAT, Microsoft Dynamics

**Supervisory Responsibilities:****NOTE:** As this position supervises other staff, some or all of the below responsibilities may be included in the JD:* Provide guidance and leadership to junior level ICT Officers and Global Service Desk technicians.
* All other duties as assigned.
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| **Key Working Relationship** | **Internal:** All regional staff, RISA, members of CRS ICT community, and owners of CRS business systems**External:** CRS partners; Government agencies, Nethope, Peers from other NGOs in the country; and ICT services providers. |
| **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
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| **Personal Skills** | * Experience in introduction, design, implementation, and adoption of relevant technology and management tools.
* Demonstrated proficiency in organization change and stakeholder management.
* Strong client-service focus; able to work with diverse groups of people in a team-oriented environment.
* Ability to facilitate requirements workshops and elicit requirements.
* Ability to develop and document business processes using industry standard modeling tools.
* Able to quickly research, learn, and implement new technologies.
* Skilled in obtaining information necessary to accomplish duties.
* Expert in evolving technologies.
* Ability to trade-off various application solutions and articulate their relative advantages and disadvantages.
* Ability to design and develop data management procedures.
* Able to communicate technical ideas and concerns in a non-technical environment.
* Ability to anticipate systems’ impact on organizational and user effectiveness.
* Strong organization and planning skills, detail-oriented.
* Maturity and discretion, able to work with, and maintain confidential information.
* Ability to learn new technologies quickly and understand potential uses.
* Ability to lead a project team.
* Ability to work in a matrix environment.
* Excellent interpersonal and communication skills.
* Strong systems thinking and analytical approaches to problem solving.
* Able to prioritize work, multi-task and meet deadlines.
* Fluency in written and spoken English; excellent written and oral communication skills.
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| **Qualifications** | * Bachelor’s degree in a discipline relevant to CRS’ relief and development work or in an IT related field.
* Minimum of 4 years IT Manager/IT Officer experience.
* Minimum of 5 years of relief and development field experience.
* Minimum of 3 years of experience and/or training in the collection and analysis of signature program areas.
* Project Management certification highly desirable.
* Microsoft SharePoint Foundations or equivalent.
* ITIL Foundation Certified.
* Excellent understanding of the potential of relevant technology and information systems to provide:
* Effective decision making in relief and development projects,
* Development and refinement of programming strategies,
* Effective communication of project results,
* Solid understanding of CRS program areas.
* Knowledge of best practices, methods, tools, and techniques used to collect, manage, and analyze information in signature areas.
* Relevant degree and/or certification desirable signature area.
* Track record of reliable and consistent performance.

**Travel Requirements:**Approximately 50% travel. |
| **Disclaimer** | This Template is not intended to be an exhaustive Job Description for the named position. The purpose of this document is to list minimum and possible supplemental functions and requisite minimum standards. A full standard Job Description is to be developed under the leadership of HQ-level SMEs. |

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