** Manager, Regional Information, Communications and Technology Systems – JOB DESCRIPTION TEMPLATE (JDT)**

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| **Qualities** | **Description** |
| **Summary** | * The Regional ICT Manager provides leadership and guidance for the development, implementation, training, adoption, operation, maintenance, and continuous improvement of all information, communications and technology (ICT) systems; including global, regional, and Country Program (CP) systems. The Regional ICT Manager is responsible for managing all regional facing global ICT activities, including development of relationships, understanding regional direction and needs, driving formulation of solutions and roadmaps. The Regional ICT Manager supports the implementation of ICT focused strategic initiatives at the regional and country program level, as well as supporting the measurement of related metrics as outlined in the roadmaps and implementation plans.
* The Regional ICT Manager is accountable to the Deputy Regional Director for Management Quality (DRD/MQ). The Regional ICT Manager develops plans with GKIM, Regional Management, and Country Program Management teams to build strategic ICT capacity and align global, regional, and country level ICT initiatives. Success is evaluated based on performance in meeting those objectives by the DRD/MQ with input from the Deputy Regional Director of Program Quality, GKIM Senior Leadership Team, and Country Program Managers.
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| **Key Responsibilities** | **Strategic Planning and Execution:*** Work with CRS Regional and Country Program leaders to identify opportunities to improve field operations business processes through the use of ICT systems. Ensure ICT implementations are in line with CRS’ global and regional strategic priorities.
* Provide leadership for the planning, deployment, training, adoption, operation, support, maintenance, and enhancement of global, regional, and country program ICT systems.
* Support and promote implementation of CRS’ global system integration and enhancement strategy within the region.
* Support and promote CRS’ disaster recovery and business continuance strategies.
* Align regional system operations, maintenance, and support strategies with CRS priorities.
* Provide strategic guidance on budgets and regional system acquisitions to ensure alignment with CRS’ global strategy and objectives and the appropriate leveraging of CRS’ ICT alliances and agreements.
* Establish and support CRS ICT policy and standards.
* Seek support from the Global ICT community when necessary to maintain adequate service levels.

**Relationship Management*** Promotes communication and collaboration between GKIM, Regional and Country Program management teams, and the agency that will result in improved inter-divisional processes, including assessment of impact on roles, responsibilities and budget.
* Facilitates on-going development, review, and alignment of strategic ICT roadmaps with Regional and Country Program partners.
* Partners with agency project sponsors and project managers to provide guidance, communications, and updates to Business Partners; especially focused on changes in scope, delivery timing, etc.
* Serves as a point of escalation to the region to resolve service issues.
* Manage CRS’ relationship with suppliers and vendors. Negotiate agreements, provide information updates and assist in problem resolution.
* Conducts assessments and provides recommendations for regional computing and network environment.
* Provides monthly service reports to regional and country leadership.
* Provides monthly regional business activity and risks reports to GKIM and ICT leadership.

**Staff Development and Performance*** Develop the region’s ICT staff capacity.
* Partners with Human Resources, GKIM, and regional management to design and implement IT staff development and performance evaluation programs.
* Support Regional and CP management staff in recruiting, hiring, and evaluating region’s ICT staff performance.
* Identify requirements and recommendations for staffing gaps and growth opportunities.
* Inspire Regional ICT staff to actively engage in the Global ICT community and encourage their contribution to and use of its resources.

Performs other duties and undertakes other projects as required by Regional Management and GKIM. |
| **Key Working Relationship** | **Internal:** Members of the Global Knowledge and Information Management Department, including field-based solutions architects, leaders of CRS’ regional and country program organizations, CRS Senior Managers and Executives, and owners of CRS business systems**External:** Consortiums focused on ICT within the non-profit sector. NetHope and IT leaders of other NGO’s and consortiums focused on use of ICT in the relief and development sector. |
| **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.

**Mental/Physical Requirements:*** Regularly required to sit at a desk; work at a computer; type.
* Occasionally lifts, carries, and /or moves objects weighing less than 25 pounds.
* Ability to make decisions which have significant impact on the department’s credibility, operations, and services.
* Up to and above 50% travel is required.
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| **Qualifications** | * University degree in Computer Science required or any equivalent combination of training and experience.
* Master’s degree in Business Administration, information Management or a related field or equivalent experience preferred.
* 7 or more years of progressively responsible related professional experience.
* Experience in implementing, operating, maintaining, and supporting complex systems employing system life cycles and best practices such as those embodied in ITL and ISO 9000 standards and SEI Capability maturity models.
* Requires understanding of project management methodologies and tools with prior exposure to project management practices.
* Requires knowledge of outsourcing methodologies and operating models, and working with professional services firms.
* Strong cross-cultural skills and customer orientation.
* Strong interpersonal, relationship, and leadership skills.
* Able to work at all levels in an organization.
* Ability to influence others and move toward a common vision or goal.
* Knowledge of the general directions of the ICT industry (evolving products, services etc) along with a through understanding of the technical details.
* Past experience in developing comprehensive IT enabled business change solutions.
* Excellent written and oral English communication skills. Ability to express technical ideas and concerns in a non-technical manner.
* Demonstrated facilitation, training, and organizational change skills.
* Strategic, analytical and planning skills. Able to provide systematic solutions in line with established policies/procedures.
* Demonstrated ability to work effectively under pressure and to organize and prioritize competing demands.
* Able to work independently, following the framework of well-established CRS ICT guidelines and policies.
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| **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 |