**CRS JOB DESCRIPTION**

**Job Title:** Information, Communications and Technology **(**ICT) Officer

**Department:**

**Band:**

**Reports To:**

**Country/Location:**

**Job Summary:**

You will coordinate and deliver various ICT-related services in accordance with established agency ICT policies, procedures, and service standards to support high-quality programs serving the poor and vulnerable. You will provide responsive, professional service and technical support to CRS staff and partners to ensure efficient operation and use of CRS information sharing, communication, and collaboration technologies.

**Job Responsibilities:**

* Deploy, configure, and maintain ICT systems and databases, including networks, servers, and telecommunications. Troubleshoot and address issues to ensure optimal performance.
* Configure and maintain user devices. Provide timely and quality service delivery, technical support, and advice to user requests to ensure proper user access to agency business data and information.
* In collaboration with relevant staff, maintain inventory of ICT equipment, hardware, and software and ensure adequate supply and functionality. Provide input to budget for ICT related expenses.
* Coordinate relationships with suppliers to facilitate delivery of ICT-related services that meet CRS business requirements and needs.
* Support capacity building initiatives, remotely or on-site, to staff and partners to ensure efficient and consistent adoption and use of ICT applications.
* Prepare statistical reports on ICT-related data and metrics. As needed, implement measures to ensure required standards are met.

**Scope:** (Number of employees supervised or revenues responsible for. If appropriate and available, then include them, otherwise state “Not Applicable”)

* Not Applicable

**Typical Background, Experience & Requirements:**

**Education and Experience**

* Bachelor's degree in IT-related field (Computer Science, Computer Networking, Programming, and Information Systems) highly preferred. Significant work experience in a directly related field combined with appropriate training/certificates will be considered in lieu of degree.
* Examples of Certification requirements include Microsoft Certified Solutions Expert or equivalent, Cisco Certified Network Associate or equivalent, Microsoft SharePoint Foundations or equivalent and ITIL Foundation Certified.
* Minimum of three years work experience in a position with similar responsibilities.
* Experience in introduction, design, implementation, and adoption of relevant technology and data management tools.
* Demonstrated capacity in management of network/server software and hardware devices and platforms including WINTEL, Adobe Connect, and SharePoint platforms.
* Grasp of complex network, security, mobile, desktop, server, telephony, backup, application and database technologies.

**Personal Skills**

* Good relationship management skills. Ability to relate to people at all levels internally and externally with a strong client-service focus. Able to communicate technical ideas and concerns in a non-technical manner
* Strategic, analytical, systems thinking, and problem-solving skills, with capacity to see the big picture, make sound decisions, and offer non-standard solutions
* Able to maintain confidential information
* Proactive, resourceful, solutions-oriented and results-oriented

**Required/Desired Foreign Language**

**Travel Required** (include percentage of required travel, if applicable)

**Key Working Relationships:**

**Supervisory:**

**Internal:**

**External:**

**Agency-wide Competencies (for all CRS Staff):**

*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

**Competencies Relevant for the Specific Position (include those that are applicable):**

* Will be included upon finalization of the Competency-Based Management project

**Disclaimer:** This job description is not an exhaustive list of the skill, effort, duties, and responsibilities associated with the position.