

CORE

Community Organized Relief Effort

JOB OFFER

Internal and External Recruitment

IT Officer

Location	Port-au-Prince, Haiti (Puits Blain office)
Reporting to	Admin Director, CORE Haiti
Works closely with	Country Director, Programme Director, Project Managers, all CORE Haiti staff, CORE HQ IT
Contract type	Fixed-term (initial 3 months, renewable subject to funding)
Start date	As soon as possible
Languages required	French (professional level, required); English (working level, required); Haitian Creole (strong asset)
Department	Administration

About CORE

CORE (Community Organized Relief Effort), also known as J/P Haitian Relief Organization, is a US-based INGO that has operated in Haiti since 2010, reaching more than 2.2 million people with emergency, recovery, and resilience programming. CORE works with a largely Haitian national staff team across food security, cash and voucher assistance, WASH, shelter, and health, with offices in Delmas 32, Port-au-Prince.

CORE currently implements two active projects in Haiti: a WFP/PAM-funded unconditional cash transfer project (FLA WFP/HTI/2026/CORE/PM/001) covering Port-au-Prince and Delmas, and a US Department of State / WHA Bureau grant addressing food security and cholera prevention across the West, Artibonite, and Northwest departments.

Role Summary

CORE is seeking a proactive and reliable IT Officer to manage the organization's information technology infrastructure and provide technical support across its Haiti country programme. The IT Officer ensures that systems and networks are secure, reliable, and available; resolves technical issues promptly; safeguards organizational data; and helps identify and implement innovative solutions to meet CORE's evolving technology needs.

The IT Officer works in close coordination with the Finance & Admin Director, Country Director, Programme Director, and CORE HQ IT, and collaborates across departments to ensure that technology effectively supports CORE's programmes and operations in a complex and often insecure environment.

Essential Job Duties

1. IT Infrastructure Management

- Install, configure, and maintain the organization's computer equipment, including computers, network devices, servers, and software, in accordance with technical specifications and security standards in force.
- Ensure high availability and reliability of CORE Haiti's IT infrastructure and information systems across all sites, through redundancy, clustering, and disaster recovery strategies.
- Manage and maintain internet and communications connectivity at the Puits Blain office and any field locations, liaising with internet and telecommunications providers as needed.

- Ensure interoperability of systems and compliance with international IT security standards, applying rigorous security policies and equipment validation procedures.
- Regularly audit IT infrastructure to ensure alignment with the organization's operational objectives and security requirements, recommending technology upgrades to address identified gaps.

2. Technical Support & Helpdesk

- Serve as the primary technical point of contact for all IT-related queries and incidents across CORE Haiti.
- Perform advanced diagnostics to identify and resolve malfunctions of hardware components and software applications in a timely manner.
- Provide technical assistance to staff to optimize their use of IT resources, including training on specific software and support with workstation configuration.
- Proactively communicate with users to accurately diagnose problems and provide tailored solutions, using appropriate technical terms and following up regularly until full resolution.
- Effectively manage and track the resolution of incidents and employee support requests, escalating unresolved issues to CORE HQ IT as needed.

3. Data & Information Security

- Implement and enforce data protection and cybersecurity measures across CORE Haiti's systems, including backup, antivirus, and access-control protocols.
- Develop and deliver training to staff on IT security practices and sensitive data management, strengthening the organization's overall security culture.
- Monitor systems for security vulnerabilities and respond promptly to suspected breaches, escalating serious incidents to the Admin Director and CORE HQ IT.
- Maintain the confidentiality and integrity of organizational and beneficiary data in line with CORE's data protection policies and donor requirements.

4. IT Project Management & Technology Watch

- Lead and support IT-related projects, including system upgrades, new software rollouts, and infrastructure improvements.
- Analyze technology trends and assess the potential impact of new IT solutions on the organization's operational efficiency.
- Recommend and help implement innovative, cost-effective technology solutions that respond to programme and operational needs.
- Coordinate with CORE HQ IT on the rollout of organization-wide systems, platforms, and policy updates.

5. IT Asset & Inventory Management

- Manage CORE Haiti's IT asset inventory, accurately tracking computers, network devices, software licenses, and peripherals.
- Plan and coordinate renewals, upgrades, and replacements of IT equipment and licenses to meet the evolving needs of the organization.
- Support the Finance & Admin Director in maintaining CORE's broader asset register for IT-related items, ensuring assets are properly tagged, maintained, and disposed of in accordance with CORE's asset management policy and donor requirements.

6. Documentation, Training & Communication

- Write and maintain detailed technical documentation on standard operating procedures, system configurations, and troubleshooting actions performed, to facilitate knowledge-sharing within the IT function.
- Ensure regular, structured communication with executives, department heads, and end users regarding strategic IT initiatives, ongoing projects, and technology updates.
- Ensure all new staff complete an IT orientation covering equipment use, data security expectations, and CORE's acceptable use policies.

7. Collaboration & Organizational Support

- Collaborate with other departments, including Finance & Administration, Programmes, and Human Resources, to understand and meet their evolving IT needs.

- Support remote and field-based staff with connectivity and equipment needs, including in locations with limited infrastructure.
- Participate in relevant organizational risk discussions, contributing an IT and data-security perspective.
- Perform any other IT-related duties as assigned by the Finance & Admin Director or Country Director.

Supervisory Responsibilities

This position does not currently have direct supervisory responsibilities. The IT Officer maintains a functional relationship with all CORE Haiti staff regarding IT support requests and technology needs, and works in close coordination with CORE HQ IT and the Admin Director.

Required Qualifications & Experience

Education

- Bachelor's degree in Computer Science, Information Technology, Telecommunications, or a related field. Relevant professional certifications (e.g., CompTIA A+/Network+, Microsoft Certified: Modern Desktop/Azure, Cisco CCNA) are an asset.

Experience

- Minimum 3-5 years of progressive experience in IT support, network administration, or infrastructure management, ideally within an INGO, humanitarian, or development context.
- Demonstrated experience installing, configuring, and maintaining computer networks, servers, and end-user equipment.
- Experience implementing data security and backup protocols is a strong advantage.
- Experience working in a fragile or resource-constrained context, particularly Haiti or the Caribbean, is a significant advantage.
- Experience providing remote or field-based IT support, including in locations with limited or unreliable connectivity and power supply, is an asset.

Skills & Competencies

- Strong working knowledge of network administration, Windows Server and Active Directory, and Microsoft 365 administration.
- Sound understanding of cybersecurity principles, data protection practices, and IT risk management.
- Strong hardware and software troubleshooting skills across a range of devices and operating systems.
- Excellent communication skills, with the ability to explain technical concepts clearly to non-technical staff and senior management.
- Strong organizational skills and the ability to manage multiple support requests and projects simultaneously.
- High degree of integrity, discretion, and reliability, given access to sensitive organizational data.
- Ability to work independently and under pressure in a complex, insecure environment.

Languages

- French: Professional working proficiency (required — staff communication, technical documentation, vendor liaison).
- English: Working proficiency (required — CORE HQ reporting and coordination).
- Haitian Creole: Working proficiency (strong asset — national staff support and day-to-day communication).

Working Conditions

This is a Port-au-Prince-based role, primarily at CORE's Puits Blain office, with occasional field travel to CORE's operational departments (West, South, Nippes, Grand'Anse) to support connectivity and equipment needs. The IT Officer must be willing to operate within CORE's security protocols at all times and may occasionally need to respond outside regular hours in the event of system outages or urgent technical incidents.

Equal Opportunity

CORE provides equal employment opportunities to all employees and qualified applicants without regard to race, colour, religion, gender, national origin, age, disability, marital status, or any other protected characteristic. We are committed to building a diverse and inclusive team that reflects the communities we serve. Haitian nationals are strongly encouraged to apply.

How to Apply

If you believe your qualifications meet the requirements, please submit applications in one document to the Human Resources Department to: hrstaffing@jphro.org, mentioning in the subject of the email the job title "IT Officer Application" no later than July 22, 2026 at 11:59 pm.

- Updated CV (maximum 2 pages)
- Cover letter addressing how you meet the mandatory requirements and your relevant IT experience (maximum 1 page)

Applications will be reviewed on a rolling basis. Only shortlisted candidates will be contacted.

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