

Catholic Relief Services (CRS) / Haiti
Description de poste

Titre du poste : ICT Tier II Technician	Superviseur(e) direct: Regional ICT Manager (RISM)
Durée : Indéterminée	Location : Haiti/Port-au-Prince, Fort-Liberté, Cayes (préférence).
Département : Opérations	Grade : 7
Lien d'application : Cliquer ici pour appliquer	

Ce poste fait l'objet d'un processus de recrutement accéléré en raison de besoins opérationnels urgents. Les candidatures seront évaluées au fur et à mesure de leur réception. Nous encourageons les candidats intéressés à postuler rapidement, car le processus de sélection pourra être finalisé dès qu'un profil correspondant aux exigences du poste aura été identifié.

About CRS

Catholic Relief Services is the official international humanitarian agency of the Catholic community in the United States. CRS works to save, protect, and transform lives in need in more than 100 countries, without regard to race, religion or nationality. CRS' relief and development work is accomplished through programs of emergency response, HIV, health, agriculture, education, livelihoods, microfinance and peacebuilding.

Job Summary

The ICT Tier II Technician provides advanced regional technical support to CRS staff and operations in alignment with global ICT support protocols. Reporting to the Regional ICT Manager (RISM), this role handles escalated technical issues from Tier I (Service Desk), coordinates with field ICT contacts, ensures ICT standards are maintained across country offices, and supports consistent and effective ICT operations throughout the Americas region.

As a Haiti-based position, the ICT Tier II Technician works closely with the Haiti Country Program and maintains strong collaborative relationships with country leadership, operational stakeholders, and end users. While all support requests follow established Service Desk and escalation processes, the role is expected to take a proactive, solutions-oriented approach to supporting country program operations, fostering effective communication, responsiveness, and partnership in addressing ICT needs. The position serves as a trusted ICT resource to the Country Program while remaining fully aligned with regional ICT standards, priorities, and reporting structures.

Key Responsibilities

1. Advanced Support and Troubleshooting

- Respond to and resolve escalated technical support tickets from Tier I.
- Provide advanced troubleshooting for hardware, software, and network-related issues across multiple countries.

- Track all activity in ServiceNow and maintain high standards for ticket documentation and closure.

2. System and Device Management

- Configure and deploy ICT equipment (laptops, printers, networking hardware, etc.) remotely or on-site.
- Monitor system performance and security compliance on user devices.
- Collaborate with the Global ICT team on updates, deployments, and support standards.

3. Regional Coordination and Onboarding Support

- Support ICT equipment provisioning and account setup for new staff.
- Coordinate with regional ICT contacts and regional leadership to ensure smooth delivery of ICT services.
- Support onboarding and orientation for regional and country office staff regarding ICT systems.

4. Asset Management and Procurement Support

- Maintain updated records of ICT equipment inventory in coordination with Operations and RISM.
- Provide input for procurement of equipment and ensure compliance with CRS ICT standards.
- Support device lifecycle management activities as assigned.
- Maintain clean and orderly ICT storage and workspace areas.

5. Documentation, Reporting, and Compliance

- Contribute to ICT documentation including technical guides and troubleshooting steps.
- Ensure all devices and user environments adhere to security policies and data protection regulations.
- Submit monthly service performance and issue trend reports to the RISM.

Qualifications

- Bachelor's degree in computer science, Information Systems, or related field required.
- Minimum 3 years' experience in ICT support or systems administration, preferably in a regional or multi-office context.
- Certifications such as CompTIA A+/Network+, Microsoft Certified Associate, or ITIL Foundation preferred.
- Experience with ticketing systems (e.g., ServiceNow), endpoint management, and cloud platforms (Microsoft 365).

Knowledge, Skills and Abilities

- Strong customer service orientated and interpersonal communication skills.
- Ability to work effectively in a distributed, multi-cultural environment.
- Proactive problem-solving and attention to detail.

- Comfortable working independently and within a team of remote regional staff.

Language and Travel

- Fluency in English and French required.
- Up to 25% regional travel may be required, including travel to country offices for training or on-site support.

Key Working Relationships

Internal: Tier I Service Desk, CP staff, RISM, Regional Advisors, GKIM support staff

External: Local vendors, equipment suppliers, internet service providers

Supervisory Responsibility

- None

Agency REDI Competencies (for all CRS Staff)

- **Personal Accountability** – Consistently takes responsibility for one's own actions.
- **Acts with Integrity** – Models values aligned with CRS Guiding Principles.
- **Builds and Maintains Trust** – Follows through on commitments.
- **Collaborates with Others** – Works effectively in diverse teams.
- **Open to Learn** – Seeks out learning opportunities and feedback.

CRS' talent acquisition procedures reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.

CRS is an Equal Opportunity Employer