

## **Job Description**

**JOB TITLE:** IT Officer

**REPORTS TO:** Country Director

**WORK LOCATION:** Port-au-Prince, Haiti

**SCHEDULE:** 40-48 Hour per week

**DURATION:** 5 months with possibility of renewal

**CLOSING DATE:** MAY, 10, 2026

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World Relief (WR) is an international non-governmental organization with offices in 20 countries in Africa, Asia, the Caribbean, and the Middle East. WR's mission is to mobilize the church to serve the most vulnerable, and WR works through churches and other community groups in the areas of health and nutrition, agriculture, savings, water, sanitation and hygiene, and peacebuilding, both in relief and in development capacities. World Relief has been operating in Haiti since 1993.

### **POSITION SUMMARY**

The Information Communication & Technology Officer operates and maintains computer systems and the network to ensure maximum computer functionality for the staff. He/she assists the organization in the development, use and integration of computer systems. The objective of the Computer Scientist position is to be responsible for troubleshooting and resolving technical issues and providing training to users to maximize the productivity value of technology in the business.

### **OBJECTIVES**

- Support all IT operations in the WR Haiti context
- Provide IT support to Staffs in the field following WR IT standards.
- Provide on-site monitoring of ongoing IT projects.
- Provide support for end-user training on key WR applications.
- Contribute to IT needs analysis and capacity building for all staff.
- Provide any other additional IT support to WR Haiti as needed.

### **SPECIFIC JOB DUTIES**

- Install and configure hardware and software components
- Troubleshoot hardware, software and connectivity issues
- Repair or replace damaged hardware
- Upgrade systems to ensure compatibility
- Install and upgrade anti-virus software and security systems to ensure network security
- Perform software and hardware testing and evaluation
- Provide information to users

- Ability to provide effective and strategic advice on the use of technology to achieve common goals.
- Skills needed to oversee IT initiatives and collaborations with various technical staff.
- Design skills needed to contribute to the development of the company's IT systems and networks, ensuring the most effective architecture and functionality.
- Support the implementation of new technologies.
- Train users on new and existing computer systems.
- Provide assistance with technical issues as needed.
- Demonstrate resolution skills to review existing systems and suggest improvements.
- Produce concise but thorough reports within the IT department and for other teams as needed

## **REQUIREMENTS AND QUALIFICATIONS**

- BS/BA in computer science, IT or relevant field; MS/MBA in business considered a plus  
Significant experience as an IT professional in a business setting (at least 4 years).
- Proven ability to quickly and effectively resolve hardware, software and network issues.
- Extensive experience with various operating systems and databases.
- Experience in managing successful projects.
- Experience working in international NGOs
- Critical thinking and analytical skills with strong problem solving abilities.
- Enthusiasm for collaborative work.
- Fluent in French, English and Creole.
- Excellent communication and presentation skills.
- Pleasant demeanor and strong customer service skills.
- Knowledge of Microsoft Office products and ability to troubleshoot and train staff in their use.
- Knowledge of all Office 365 related products, and ability to assist field staff.
- Strong interpersonal skills.
- Willingness to learn new things and do other things as the situation changes, as it always will at WR.

## **Languages**

Fluency in English and French is required. Knowledge of Spanish is desirable. **HOW TO APPLY**

Please send your applications to the following email address: [wradmin@wr.org](mailto:wradmin@wr.org) with "IT Officer- in the subject line. Attach the following documents: Cover letter, Curriculum Vitae, Degree & Certificates obtained