

Catholic Relief Services (CRS) / Haiti
Job Description
Last update: January 10, 2022

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 required minimum standards.

Position Title: ICT Assistant
Department: ICT Operations – (Pooled position)
Location: Jérémie Office
Reports To: ICT Manager
Band: Based on CP’s Salary Structure or soon to be determined standard Regional Salary Structure
Supervises: 0 direct reports

BACKGROUND / JOB SUMMARY:

The ICT Assistant provides prompt responses reported by the employees and performs regular maintenance to keep computers and software in good working condition. He (She) work with the ICT Manager to manage information systems. Assist the ICT Manager in maintaining/keeping ICT equipment in good working order.

Work with the ICT Manager to provide support for knowledge management, decision-making, and programming effectiveness by ensuring efficient operation and use of CRS information sharing, communication, and collaboration technologies, and by providing technical support to CRS staff and partners on overall ICT systems.

KEY RESPONSIBILITIES

System Management:

- Support all CRS Staff in the local Office for ICT needs
- Ensure the physical installation/ de-installation of hardware equipment.
- Ensure the installation /configuration of computers / Laptops peripherals.
- Diagnose and facilitate the repair of non-warranty equipment.

- Physically clean hardware equipment.
- Ensure the implementation, managing, and troubleshooting of hardware devices drivers
- Ensure the implementation, configuration, managing, and troubleshooting of Anti-Virus software and verify if the computer has the last updates.
- Ensure the implementation, configuration, managing, and troubleshooting of desktop operating systems and applications
- Assist / Help the ICT Manager in implementing, configuring, managing, and troubleshooting passive network equipment.
- Collaborate with the ICT Manager relevant staff to maintain ICT inventory up to date in the Database and ensure adequate supply and functionality.
- Maintaining documentation of processes, procedures, concept notes, strategies implemented and yet to be implemented
- Assist / Help the ICT Manager in Implementing, configuring, and maintaining systems to meet CRS program services and operational excellence requirements
- Upon request of the ICT Manager, the ICT Assistant (Jérémie Office) will work with the ICT Officer I (Les Cayes Office) for the implementation, configuration, and maintenance of the system to meet CRS program services and operational excellence requirements.

End-User Support:

- Provide timely response to user support requests or promptly escalate issues as needed as per agency Service Desk procedures.
- Support CRS on-boarding of staff process
- Upon request of the ICT Manager, conduct user training as appropriate.
- Configure desktops, laptops, and other peripheral devices to provide user access to agency business systems information.

ICT4D:

- Partner with program staff on integrating ICT solutions in program implementation.
- Deploy and provide ongoing technical support in ICT solutions integrated within programming interventions.

Technical Assistance to CRS' Partners:

- Ensure timely and quality ICT implementation, adoption, and support to CRS' partners, remotely or on-site, in line with CRS' programming needs and capacity.

Capacity Building:

- Maintain personal and professional development to meet the changing demands of the job.
- Upon request of the ICT Manager, participate in regional/agency ICT initiatives.

- Work with the ICT Manager to provide capacity building (training, coaching, on-the-job support) to staff and partners in ICT-related areas.
- Be able to realize all other duties as assigned in the same ICT skills.

Reporting:

- Prepare and provide weekly ICT plan to the ICT Manager
- Prepare and provide to the ICT Manager monthly ICT service reports. The reports should include data regarding service performance, key risks, current project status, and planned initiatives

KEY WORKING RELATIONSHIPS:

Internal: All CP staff, members of the CRS ICT community, and owners of CRS business systems

External: CRS partners; Government agencies, Nethope, Peers from other NGOs in the country; and ICT services providers.

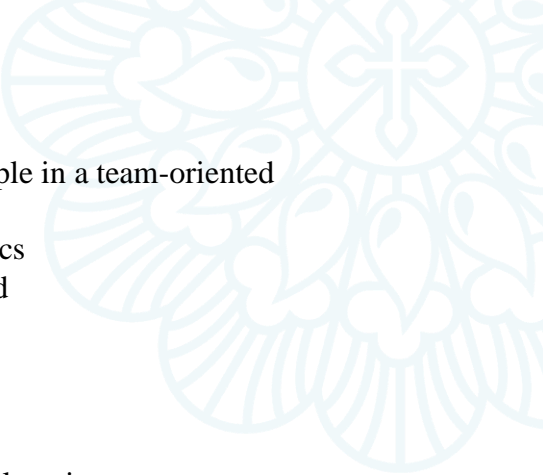
MINIMUM REQUIREMENTS:

Qualifications and Work Experience:

- Bachelor's degree in IT-related field (Computer Science, Computer Networking, Programming, and Information Systems). Significant work experience in a directly related field will be considered in lieu of a degree.
- A minimum of 2 years of work-related experience.
- Have strong knowledge in computer's repair and troubleshooting (Laptop & desktop)
- Have strong knowledge in electronic materials repair (Printer, scanner, copier, etc.)
- Microsoft Certified Solutions Associate or equivalent.
- Cisco Certified Network Associate or equivalent desirable.
- Microsoft SharePoint Foundations training desirable.
- Microsoft system administration experience.
- Good grasp of complex network, security, mobile, desktop, server, telephony, and backup technologies in use within CRS.
- Good grasp of application and database technologies in use within CRS.
- ITIL Foundation Certified desired.

Knowledge and Skills:

- Experience in the introduction, design, implementation, and adoption of relevant technology and management tools.
- Demonstrated proficiency in the management of network/server software and hardware devices and platforms including WINTEL, Adobe Connect, and SharePoint platforms.
- Solid grasp of evolving communication and data network/server technologies.
- Solid grasp of network and server technology and tools.
- Advanced-user level knowledge of agency-supported ICT4D solutions.
- Solid knowledge of backup and disaster recovery systems.

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- Strong client-service focus; able to work with diverse groups of people in a team-oriented environment.
 - Autonomy, team spirit, high sense of responsibility, results, and ethics
 - Ability to work under pressure, independently, and be self-motivated
 - Skilled in obtaining information necessary to accomplish duties.
 - Able to prioritize work, multi-task, and meet deadlines.
 - Problem analysis and problem resolution at a functional level.
 - Able to quickly research, learn and implement new technologies.
 - Able to communicate technical ideas and concerns in a non-technical environment.
 - Able to adapt and learn.
 - 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.

Foreign Language Required:

Fluency in written and spoken French and English; excellent written and oral communication skills.

Regional and Country Specific Requirements:

- Examples; VSAT, Microsoft Dynamics.

Agency-wide Competencies (for all CRS Staff)

These are rooted in the mission, values, and principles of CRS and used by each staff member to fulfill his or her responsibilities and to achieve the desired results.

- Serves with Integrity
- Models Stewardship
- Cultivates Constructive Relationships
- Promotes Learning

Travel Requirements:

Incidental travel to the other field Offices or Office outside of the country for training and/or ICT supports

Approximately 10-30% travel.

Send applications to this address: haiti.recruitment@crs.org