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| **Job Title:** Information, Communications, and Technology Officer | **Reports to:** MEAL Manager, CoL |
| **Department:** Programs / Continuity of Education project  | **Salary Grade:** 7 |
| **Country / Location:** Port-au-Prince, Haïti |  |
| **Candidature interne:** [**Cliquer ici pour appliquer**](https://forms.office.com/r/YVUAU9Vhwj) | **Candidature externe:** [**Cliquez ici pour appliquer**](https://forms.office.com/r/RmSFTVEwuJ) |

**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, microfinance and peacebuilding.

**Job Summary:**

You will coordinate and deliver various and ICT4D related services in accordance with established CRS and USAID 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 of the Continuity of Learning project to ensure efficient operation and use of CRS information sharing, communication, and collaboration technologies.

**Roles and Key Responsibilities:**

* In coordination with the CoL project MEAL Manager, deploy, configure, and maintain the project’s ICT4D systems and databases. Troubleshoot and address issues to ensure optimal performance.
* Support the setup, configuration and deployment of ICT4D devices and the CoL project’s database, for the operation and implementation of the project’s approved MEAL plan. 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 coordination with the ICT Manager and the CoL MEAL Manager, maintain the project-level inventory of ICT4D equipment, and ensure adequate supply and functionality, in collaboration with relevant staff. Provide input to budget for ICT4D related expenses.
* Support capacity building initiatives, remotely or on-site, to staff and partners to ensure efficient and consistent adoption and use of ICT4D applications (CommCare).
* In coordination with the CoL MEAL Manager, design, implement and adapt relevant tools for data collection and project monitoring, per the project’s approved MEAL Plan
* Carry out regular field visits to observe the implementation of activities and the data collection process, to provide feedback to project staff
* In coordination with the CoL MEAL Manager, conduct regular data quality assessments, to ensure the validity and accuracy of the data being uploaded to the project’s database
* In coordination with the CoL MEAL Manager, provide support to the field staff in planning and implementing data collection and project accountability activities
* Participate in the development of tools to collect information related to the project's pilot activities
* In collaboration with the CoL MEAL Manager and the Field Manager, ensure the synthesis, consolidation and communication of qualitative information gathered through classroom observations data
* Contribute to the process of collecting and disseminating lessons learned, to improve project implementation

**Basic Qualifications**

* Bachelor's degree in IT-related field (Computer Science, Computer Networking, Programming, and Information Systems) required. Significant work experience in a directly related field combined with appropriate training/certificates may substitute for degree.
* Desired certifications include Microsoft Certified Solutions Associate 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.
* Good knowledge of CommCare and Power BI tools is preferred. Experience in using mapping software (ArcGIS, QGIS) is an asset

***Required Languages*** – Haitian Creole and French; competency in English is preferred.

***Travel***- include percentage of required travel, if applicable. Could be stated as Must be willing and able to travel up to 50%.

***Knowledge, Skills and Abilities***

* Good relationship management skills. Ability to relate to people at all levels internally and externally with a strong client-service focus.
* Strong communication skills with the ability 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.
* Basic understanding of business analysis concepts and best practice.
* Demonstrated experience building ICT capacity with professional staff.

**Preferred Qualifications**

* Demonstrated capacity in management of network/server software and hardware devices and platforms.
* Grasp of complex network, security, mobile, desktop, server, telephony, backup, application and database technologies.
* Experience with ITSM and systems management tools preferred.

**Agency REDI Competencies (for all CRS Staff):**

Agency competencies clarify expected behaviors and attitudes for all staff. When demonstrated, they create an engaging workplace, help staff achieve their best, and help CRS achieve agency goals. 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.

* **Personal Accountability** – Consistently takes responsibility for one’s own actions.
* **Acts with Integrity** - Consistently models values aligned with CRS Guiding Principles and mission. Is considered honest.
* **Builds and Maintains Trust** - Shows consistency between words and actions.
* **Collaborates with Others** – Works effectively in intercultural and diverse teams.
* **Open to Learn** – Seeks out experiences that may change perspective or provide an opportunity to learn new things.

**Agency Leadership Competencies:**

* **Lead Change** – Continually looks for ways to improve the agency through a culture of agility, openness, and innovation.
* **Develops and Recognizes Others** – Builds the capacity of staff to reach their full potential and enhance team and agency performance.
* **Strategic Mindset** – Understands role in translating, communicating, and implementing agency strategy and team priorities.

**Supervisory Responsibilities: None**

**Key Working Relationships:**

**Internal**: Project Director, MEAL Specialist, Technical coordinator, Field Manager, Government and Community Liaison Coordinator, field team (Departmental Coordinators and Literacy Supervisors)

**External:** Project Manager CEEC, CEEC field staff, UND M&E staff

*\*\*\*Our Catholic identity is at the heart of our mission and operations. Catholic Relief Services carries out the commitment of the Bishops of the United States to assist the poor and vulnerable overseas. We welcome as a part of our staff people of all faiths and secular traditions who share our values and our commitment to serving those in need. CRS’ processes and policies reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.*

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

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

**CRS prioritizes candidates who are citizens/ permanent residents of the countries where we have CRS offices.**

**CRS is an Equal Opportunity Employer**