Job Title: Information, Communications, and Technology Officer	Reports to: ICT Manager
Department: ICT	Salary Grade: 7
Candidature interne: **Click here to apply**	Candidature externe: **Click here to apply**
Location : Jérémie ou Fort-Liberté	Type of contract : Permanent

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 ICT and ICT4D (ICT) related services in accordance with established agency 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 to ensure efficient operation and use of CRS information sharing, communication, and collaboration technologies.

Roles and Key Responsibilities:

- Deploy, configure, and maintain ICT systems and databases, including networks, servers, and telecommunications. Troubleshoot and address issues to ensure optimal performance.
- Configure and maintain applications and user devices. Provide timely and quality service delivery, technical support, and advice to user requests to ensure proper user access to agency business data and information.
- Developing or participate in developing internal application in power platform (power apps, power automate, sharpoint…)
- Maintain inventory of ICT equipment, hardware, and software and ensure adequate supply and functionality, in collaboration with relevant staff. Provide input to budget for ICT related expenses.
- Coordinate relationships with suppliers to facilitate delivery of ICT-related services that meet CRS business requirements and needs.
- Support capacity building initiatives, remotely or on-site, to staff and partners to ensure efficient and consistent adoption and use of ICT applications.
- Prepare statistical reports on ICT-related data and metrics. As needed, implement measures to ensure required standards are met.

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 and power platform or equivalent and ITIL Foundation Certified, Cloud technology.
- Experience in programming within power platform (power apps, power automate, SharePoint…) or similar environment.
- 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.

Required Languages – Fluency in French and English required.

Travel - include percentage of required travel, if applicable. Could be stated as Must be willing and able to travel up to 20%.

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.
- Experience with cloud environment (Azure) and Microsoft power platform (power apps, power automate, SharePoint, Microsoft form…) or similar environment.
- Grasp of complex network, security, mobile, desktop, server, 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
External

***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