

The European Commission's Directorate General for European Civil Protection and Humanitarian Aid Operations (ECHO) is in charge of the European solidarity with people in need all around the world and aims to better coordination and disaster response inside and outside Europe. DG ECHO is based on the principles of **humanity, neutrality, impartiality, and independence**. Every decision ECHO takes must be in accordance with these four principles which are at the heart of the European Consensus on Humanitarian Aid.

ECHO Regional Office (RO) for Latin America and the Caribbean, based in Panama City, is looking for an ICT (Information & Communication Technology) Manager.

Minimum requirements:

Education: A relevant first level university degree or equivalent professional experience. A degree in Information technology or Computer Science or related technical area will be considered an asset.

Knowledge and Experience:

Demonstrate a minimum of 5 years of relevant working experience in ICT technical areas. Previous experience with a multilateral or international organization is helpful but not mandatory.

Good knowledge of ICT equipments and systems.

High-level skill in installation, configuration, maintenance, support and optimisation of hardware, network, and software.

Specific knowledge of Cisco networks (LAN, wireless and security), server administration (windows 2016-2019), azure (active directory, end users/computer management in the cloud), video conference tools (TEAMS, webex, zoom), IP phone system, satellite equipment, VHF radios, alarm intruder and access control systems.

Good knowledge of back up power system, inverters, battery banks, solar panels, would be an asset.

Able and willing to work in a multi-cultural environment.

Excellent drafting skills.

Languages: Excellent command of English and Spanish (oral and written). French will be an asset.

Job description: The incumbent serves as ICT Manager in ECHO Regional Office based in Panama City and carries out activities to ensure appropriate ICT hardware and services in the different ECHO offices under his/her responsibility.

S/he oversees all ICT services in the country/region.

S/he ensures that operation of systems and network administration (LAN, WAN and intercom) is stable.

S/he analyses IT environment and designs LAN structures in the office and/or the field offices in the region.

S/he will also solve the end-user software problems in a timely and accurate manner and provides training to end user if necessary.

S/he provides technical advice and support related to contingency planning.

S/he provides advice on ICT procurement and follows up service contracts with IT suppliers.

Travel is required (international).

This position is open to nationals and other residents of Panama with valid work and residence permits or professionals able to obtain such permits. Depending on the situation, the duration of the contract could be indefinite or definite for one year renewable on a yearly basis.

DG ECHO applies a policy of equal opportunities. Our recruitment policy is based on respect for diversity, maintaining the gender balance, as well as the balance between professional and private life, and support for training and development opportunities. As a reference, the base salary offered to a person with 5-year experience (the minimum required for the post) is PAB 2,653.00 and it could be higher based on the years of relevant professional work experience supported by a work certificate from previous employers. i.e. with 10 years of work experience the salary would be **PAB 2,791.00**

The national staff members observe a Code of Conduct published on: https://ec.europa.eu/echo/who/about-echo/field-network_en

Contracts will be ruled under the Panamanian's labour legislation.

How to apply, interested candidates should send:

- a cover letter (maximum of 1 page) setting out the candidate's motivation and suitability for the position;
 - a detailed Curriculum Vitae in English (maximum of 3 pages) in **the Europass CV Template only** which can be found at <http://www.europass.cedefop.europa.eu>;
 - academic and employment certificates certified true copy by the applicant.
 - name, position and contact number/details (telephone, e-mail) of three references, one of them being from the last employer.
 - a copy of the valid work and residence permit to live and work in Panama (when available for non-Panamanian candidates).
- To the e-mail address **LAC.HR@echofield.eu** with the subject "ECHO-VACANCY ICT Manager PTY". Applications must be received no later than **May 7th, 2021**.

Any processing of your personal data will be done in accordance with the applicable EU legislation (Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices, and agencies and on the free movement of such data.

The privacy statement can be found on ECHO website

https://ec.europa.eu/echo/sites/echo-site/files/privacy_statement_recruitment_ns_final_version.pdf

Only shortlisted candidates will be contacted. NO INFORMATION WILL BE GIVEN BY PHONE. Any form of canvassing, soliciting, or influencing will be treated as disqualification.