Job family :	ICT	Duty Station:	JORDAN/Amman
Job category:	ICT Manager (Group II)		
Line manager	RLC	**Supervision exercised : None**	
Back-up	ICT Manager Amman	**Replacement : ICT Manager Amman**	

1. Job summary:

The job holder oversees all ICT services in the ME region, ensuring that operation of systems and network administration (LAN, WAN and internet connectivity) is stable. This includes installation, configuration, maintenance, support and optimisation of all hardware, network, software and communication links. The job holder will also solve the end-user software problems in a timely and accurate, and provide training to the end user when necessary.

2.   Responsibilities & Tasks:

Within delegated authority, the ICT Manager (Group II) will be responsible for the following tasks:

Functioning of the hardware and software packages

- Performs specific technical functions, including changing of hardware electronic components (disks, memories, network wiring, power sources, etc) and routine repairs;
- Assists in the deployment and installation of commercial and in-house developed software and related upgrades;
- Assists in upgrading patch and anti-virus programs on a regular basis;
- Manages and maintains server room and all equipment installed, as required;
- Monitors file server traffic, usage and performance, as required;
- Supports users in backing up and restoring their files, as well as in virus detection, removal and prevention;
- Supports users as Help Desk, including during emergency deployment.
- Follows up routine data backup procedures and monitor its implementation throughout the ME region,
- Ensures the necessary technical preparedness for a smooth implementation of the BCP continuity plan.

Networks administration

- Manages the Local Area Network in line with EU/ECHO policies, standards and procedures, LAN configuration and updates;
- Ensures the LAN is properly maintained and good practices on security policies developed by EU/ECHO are followed;
- Sets up and maintains the office local intranet as well as the local network infrastructure;
- Assists in trouble-shooting and monitors network problems;
- Responds to user needs and questions regarding network access;
- Assists in backup and restoration procedures of local drivers;
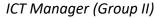- Maintains back-up logs and implements security strategy.

   Specific duties for the ICT Manager :

- Analyses IT environment and designs LAN structures in the Office and/or the field offices in the region;

Telecommunications

- Plans, installs and maintains all communication systems (telephone systems, operation radio room, repeaters, mobile, V-SAT and sat phones, etc;)
- Support the country field offices;
- Acts as focal person with telecommunication service providers on technical issues as well as for negotiating and improving the terms and conditions applicable to ECHO;
- Maintains and updates a list indicating all satellite equipment in use and their data (phone number, ISN, serial number,

provider, etc.);

General administration support

- Provided advice on ICT procurement;
- Follows-up service contracts with IT suppliers;
- Follows-up the IT equipment of the asset list(s) in the RO and field offices with administration and/or logistics staff;
- Manage the stock of laptops for staff members going on missions – recuperation, cleanup of portables returning from missions, and to ensure the readiness of portables (hardware, software, licenses, patch…).

- Follows-up of external reparation of the IT and Communication Equipment;
- Maintains a library of ICT related reference materials;
- Researches and retrieves data from internal and external sources, prepares statistical charts, tables and reports as required;
- Receives equipment purchased and/or rented and follows up on the correctness of the payments and respect of warranties and services provided;
- Provides ICT support to key events, as required;
- Assists in the training, briefing and welcoming of newly recruited national and expatriate staff;
- Assists the line manager in the organization of the office access control system including programming the access cards, as appropriate;
- Plays a proactive role in enhancing logistics/ICT preparedness and support in case of crisis and emergency deployment.
- Carries out regular missions to the field offices in the region to insure the installation of new devices, the proper functioning of the existing ICT equipment and the compliance of local IT maintenance provider vs ECHO ICT policies and procedures.

   Specific duties for the ICT Manager :

- Based on the developing emergency situations, provides advice and support in the area of ICT for contingency planning; plays a coordinating role involving HQ's and field based staff to ensure appropriate ICT hardware and services at the initial phases of emergencies are available;
- Manages IT procurement and contracts and supervise contractors during execution;
- Analysis staff IT capacity, assesses needs and develops effective training to address the identified skills gaps.

Office specific responsibilities/tasks:
(If/When applicable)

- Undertakes any additional tasks as assigned by the Head of Office/RO and/or Headquarters.

3. Competencies required:

Competences:	Level:
- Drive for results	High
- Conduct in service	High
- Working with others	High
- Decision-making	Medium
- Managing and organizing information	Medium
- Strategic thinking & planning	Medium
- Communication	High
- Organizational awareness	Medium
- Adaptability & flexibility	Medium
- Leadership	Medium

The definition of each competency and examples of behaviours expected for each level are listed in annex.

4. Job Requirements:

Education:
- A relevant First level university degree or equivalent professional experience;

Knowledge and Experience:
- Minimum of 5 years relevant experience at national or international level in ICT technical areas;
- Good knowledge of ICT equipment and systems;
- High-level skill in relevant software and hardware;
- Previous experience with a multilateral or international organization is helpful but not mandatory;
- Team-spirit;
- Ability to travel to the region;
- Able and willing to work in a multi-cultural environment.

Languages:
- An excellent knowledge of English (verbal & writing);
- An excellent knowledge of Arabic (verbal & writing).