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| Terms of Reference  *IT and Communication Officer* | | |
| **Job Purpose**  The IT and Communication Officer (ITC Officer) is a member of the Logistics department. Under the authority of the Country Logistics Manager, ITC Officer is responsible for the administration and maintenance of all hardware, software, and telecommunications in ACTED and for maintaining security and performance of ITC environment in all offices.  He/she is responsible for the computer networks, connectivity, endpoint management and setup, hardware and software troubleshooting, installations, account management, reporting and capacity building.  **The speaking language of the position is English. French and Arabic speaking is an asset.** | | |
| **Chain of Command**  Under the authority of:   * Country Logistics Manager (CLM) | **Working Relations**  Internal:   * Paris HQ IMS department * HQ: Audit, Finance, HR, Grant Management, Logistics, IT & SI, Program & Security teams * Area Logistics Managers/Senior Officers & teams in the field * Any other department   External:   * Suppliers, Service providers & Contractors | |
| **Objectives**   1. **Ensure optimal performance of ACTED wired and wireless networks and suitable connectivity for all ACTED network devices.** 2. **Ensure timely setup and optimal performance of employees’ workstations and other ITC office equipment.** 3. **Ensure a proper identity, account, and permission management for all ACTED staff.** 4. **Provide technical expertise for ITC related procurement and efficient communication with 3rd party ITC service suppliers.** 5. **To guide and train all the collaborators within the mission in the use and appropriation of the productivity software and other applications.**  |  | | --- | | 1. Ensure the maintenance and security of systems, whether software, hardware, or communication systems. 2. Ensure ACTED ITC systems (including hardware, software, and telecommunications) comply with ACTED logistics & donors’ procedures, best practices & national regulations. 3. Ensure effective communication with Paris HQ IMS department | | | |
| **DUTIES & RESPONSIBILITIES**   **Implementation of the IT/COM strategy:**  * 1. ITC Officer is responsible for drafting the IT/COM strategy in collaboration with the CLM and the IMS department in Paris HQ. He/she must propose budgetary estimates for IT/COM infrastructure investments necessary for implementation of the strategy validated at the ACTED level and Paris HQ level.   2. **He/she must also be able to configure, deploy, administer, and maintain network equipment, computers, printers, smartphones, and any other IT/COM assets**   3. ITC Officer will follow methodical guidance of IMS department in Paris HQ and acts as a liaison between ACTED mission and Paris HQ in all technical matters.   4. **He/she is responsible for the IT/COM security and must establish protocols for the use and handling of assets. He/she must train the ACTED staff in the secure use of online tools, networks, computers, smartphones, and productivity software.**   5. He/she is in charge of connectivity by ensuring adequate bandwidth on each base of ACTED mission. He/she performs perpetual evaluation of connectivity needs in all ACTED representation offices and ensures cost rationalization of contracted ISP services. He/she performs periodic ISP market surveys and keeps track of services available on ISP market. He/she is also responsible for monitoring and supervising contracted suppliers and intervenes in case of access problems.   6. ITC Officer is responsible for the implementation of the ACTED document digitization project. In this sense, he/she must accompany the person in charge of digitization in order to train him/her in the use of a scanner, to provide him/her with all the rules for coding documents and to ensure their proper use, and finally, to create the filing system on the server and to validate its use  **Maintenance of IT/COM assets:**  * 1. ITC Officer must plan and supervise the maintenance of all IT (computers, printers, smartphones, network equipment etc.) and COM (HF, VHF, sat phones) equipment both in stock and in use. Communication equipment is managed based on a decision of the Security Department.   2. If an asset is experiencing hardware or software issues, the ITC Officer is responsible for troubleshooting and fixing the issue either internally or externally. He/she must estimate the cost of the repairs by listing the type of spare parts needed, their quantity, unit price/total price and any additional cost in order to get the asset back in working order.   3. Based on a discussion on a national or area coordination level, ICT officer is responsible for weekly updates of repair schedule used for prioritization of repairs.   4. The ITC Officer is responsible for the preparation, tracking and reception of all procurement dossiers related to the maintenance and repairs of assets. He/she must be able to propose a reliable supplier for each type of service.  **Management of IT/COM related purchases/stock:**  * 1. **The ITC Officer is responsible for the equipment entrusted to him/her and for the organization and maintenance of content of the ICT stock.**   2. **The ITC Officer cooperates with the Inventory manager on tracking of IT/COM assets.**   3. **In case of missing spare parts, components or any other IT/COM assets, the ITC Officer is responsible for submitting a Purchase Order. He/she must be familiar with ACTED's logistics procedures and be able to put together a procurement documentation and to support the purchaser in the acquisition of spare parts/IT/COM assets. The ITC Officer must assess the quality of the goods prior to the purchase.**  1. **Field support**    1. The ITC Officer must conduct regular field visits to establish a comprehensive diagnostic plan and support (if needed) the maintenance/repair of all IT/COM assets requiring intervention.    2. During field visits, the ITC Officer must be able to ensure implementation of IT/COM equipment management procedures by those responsible for them (proper use of computers, storage of assets, updating of TITANIC follow-up sheets, ...). He/she will rely on the internal control sheet and propose improvements in his/her area of expertise.    3. ITC Officer must request approval for field visits by drafting and submitting Terms of Reference to the Country Logistics Manager and/or the Logistics Manager.    4. At the end of the visit, the ITC Officer will submit an in-depth mission report of his/her field activities. He/she will use the tools at his/her disposal to describe his/her conclusions in an Action Plan. 2. **Reporting**    1. **ITC Officer is responsible for sending updated coordination report every Wednesday to the CLM and the Logistics Manager.**    2. **ITC Officer drafts a schedule of visits to ACTED field offices according to current priorities/needs/urgencies.**    3. **ITC Officer is responsible for creating a ToR/Mission reports which are communicated to the CLM and/or the Logistics Manager.**    4. **ITC Officer contributes to the updating of the Cash Request**    5. **ITC Officer is responsible for compiling the TITANIC reports under his/her responsibility (capital and bases). There are to be sent every 5th of the month to the CLM. He/she also provides qualitative feedback on the content of these reports to the ACTED Area Logistics Managers and to the Area Coordinators.** | | |
| **Nature of the Job**   * Working hours are determined with the contract, however, ACTED is a humanitarian organization and in practice hours are variable depending on the needs of the project(s). Working hours can extend before or after working hours if required in exceptional circumstances. * Working days can include public holidays. Although no staff are required to work during this period the needs remain and flexibility is appreciated. In particular, the ITC Officer may on occasion work outside normal hours to carry out software and hardware rollout and/or maintenance (with the prior approval of the HR Manager and Coordination). * Staff roles are defined in the ToR, however staff can be required to fulfil other roles or duties according to the operational or strategic needs of the mission. | | |
| **Skills and Experience**   * Advanced degree in computer science or any other degree deemed equivalent * Knowledge and experience with Microsoft Windows operation systems * Advanced knowledge of Microsoft Office suit, common productivity software and hardware * Advanced knowledge in the installation and administration of computer networks * Flexibility, adaptability * Have (02) years of experience in a similar field (preferably) * Be rigorous and honest in all circumstances * Ability to write technical documentation * Punctuality and strong commitment * Self-reliant * Fluency in following languages: English * Knowledge of French and Arabic would be an advantage * Experience with NGO would be an advantage | | |
| **Key Performance Indicators**   * Number of field visits (with a clear TOR, report, action plan and follow-up). * Number of trainings delivered and % of staff involved in ITC having completed a training over a six-month period. * Peer and management feedback at the next performance appraisal. * Number of issues on Systems and ITC aspects. | | |
| Approved by: Received by:  Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature and Date Signature and Date | | |