

Job Description

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| **Job Title** | Officer, Information Technology (IT) – Morocco EQ Response |
| **Classification Level** | G13 |
| **Organizational Unit / Duty Station**  **(Department / Regional Office / Delegation etc.)** |  |
| **Immediate Supervisor’s Title** | Finance & Admin Delegate – Morocco EQ Response |
| **Technical Manager’s Title** | Regional ITD Manager, ITD – MENA Regional Office |
| **Number of Technical Reports *(if applicable)*** | 0 |
| **Number of Direct Reports *(if applicable)*** | 0 |
| **Number of Indirect Reports** | 2 (MRC IT) |

# Organizational context (where the job is located in the Organization)

The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world’s largest humanitarian organization, with a network of 192-member National Societies. The overall aim of the IFRC is “to inspire, encourage, facilitate, and promote at all times all forms of humanitarian activities by National Societies with a view to preventing and alleviating human suffering and thereby contributing to the maintenance and promotion of human dignity and peace in the world.” The IFRC works to meet the needs and improve the lives of vulnerable people before, during and after disasters, health emergencies and other crises.

IFRC is part of the International Red Cross and Red Crescent Movement (Movement), together with its member National Societies and the International Committee of the Red Cross (ICRC). The work of the IFRC is guided by the following fundamental principles: humanity, impartiality, neutrality, independence, voluntary service, unity, and universality.

IFRC is led by its Secretary General, and has its Headquarters in Geneva, Switzerland. The Headquarters are organized into three main Divisions: (i) National Society Development and Operations Coordination; (ii) Global Relations, Humanitarian Diplomacy and Digitalization; and (iii) Management Policy, Strategy and Corporate Services.

IFRC has five regional offices in Africa, Asia Pacific, Middle East and North Africa, Europe, and the Americas. IFRC also has country cluster delegation and country delegations throughout the world. Together, the Geneva Headquarters and the field structure (regional, cluster and country) comprise the IFRC Secretariat.

IFRC has a zero-tolerance policy on conduct that is incompatible with the aims and objectives of the Red Cross and Red Crescent Movement, including sexual exploitation and abuse, sexual harassment and other forms of harassment, abuse of authority, discrimination, and lack of integrity (including but not limited to financial misconduct). IFRC also adheres to strict child safeguarding principles.

This position is based in Marrakech, Morocco and requires in-country travel (when deemed necessary, to places where the safety situation permits). IFRC works in an integrated manner with the Moroccan Red Crescent (MRC) and its partners. MRC has the role as the Movement convener for operational field response and coordination among Movement partners.

# Job purpose

Based in Marrakech and reporting to the Finance and Admin Delegate in Marrakech, and under the overall technical guidance of the IT Regional Manager- Digitization for MENA, the IT Officer is responsible for implementing and supporting the organizational IT Strategy in Morocco.

The IT Officer ensures that all end users of IT systems receive timely support to effectively use the IT systems and solutions provided in the office when deemed. This position is a key contributor to the delivery of these services, with a focus on IT infrastructure and 2nd level service desk function. This position participates in processes related to IT infrastructure operations, maintenance, and upgrades. This includes maintaining hardware (computer networking equipment, servers, network attached storage, Uninterrupted Power Supply), including their life-cycle management. The IT Officer participates in project teams to test new systems being introduced. He/She also delivers training to end users, either individually or in small groups related to the use of the networks and IT resources within the office. All services provided by the IT Officer are tracked and reported on by using IT Service Management software tools.

**Job duties and responsibilities**

## General

1. *Ensure* service quality and security, while respecting operating methods defined within the IT Unit.
2. Manage all IT Operational demand from the country cluster delegation and field offices in Morocco regarding global/local IT systems, tools and standards, policies, and procedures per agreed service levels, in collaboration with the MENA region IT Team and using systematically the centralized IT SM system (IT ticketing tool).
3. *Manage* operational tools (monitoring and management) to ensure high availability of internet/data networks and related infrastructure and underlying services for the various business applications and end-user services.
4. *Maintain* the operational knowledge base in the service management tool; record incidents; provide quality resolution.
5. *Establish, update* and manage the operational processes jointly with the ServiceDesk team and the Regional IT Manager.
6. *Contribute* actively to the overall satisfaction level of IFRC end-users while developing and promoting effective working relationships within the IT unit in MENA, the wider IFRC and the RCRC Movement
7. *Adhere* to the IT security rules at all times.
8. *Communicate* effectively with the various IFRC stakeholders within the IT sector, share knowledge and be subject matter expert.

## Operations

1. Set up, service, and manage all IT connectivity systems liaising with providers and procurement (Thuraya SAT phones, office internet routers, field and residence internet routers, mobile phones, laptops, printers and other hardware etc) in collaboration with admin officer.
2. IT vendor management: Prepare and harmonize contracts for IT and telecommunication services in collaboration with the finance admin delegate in line with procurement standards, policies and guidelines. Identify, document and report on exceptions vs. IT standards and associated risks on a regional level on a quarterly basis.
3. Maintain updated records of all IT assets, warranties, service records, and invoices, in collaboration with the finance and admin officers.
4. *Be proactive* on incident management by proposing long term resolution strategies to reduce significantly recurring incidents.
5. *Act* as main point of contact for the first level service desk support for escalations if needed
6. *Ensure* the smooth operations (administration, patching, monitoring and optimization) of the systems and services under primary responsibility within IFRC quality standards.
7. *Manage* technologies to support information privacy, confidentiality, security, integrity and availability requirements, disseminating IT security policies and awareness to all staff
8. *Follow* and apply industry standards and best practices in the area of IT support.
9. Develop an onboarding and offboarding checklist for incoming and outgoing delegates, briefing them on IT processes upon their arrival. *Participate and ensure* the procurement, stock and inventory process of the local IT stock is proper. COMBINE WITH ABOVE PROCUREMENT POINT

## Reporting and Documentation

1. *Identify* and regularly update documentation to maintain efficient operational level, anticipate documentation needs.
2. *Create, maintain and improve* the knowledge base and knowledge documentation managed through the Service Management Tool.
3. *Document* incidents, problems, changes with relevant information to allow continuous improvement within the support team and the end user satisfaction level.
4. Provide periodic reports upon request on systems usage, performances, capacity and availability to the Regional IT Manager.
5. *Record and Treat* operational information (general and specific) accurately and confidentially.

# Advise and support to the National Societies

1. NS assessment and demand management: Organize, formalize, and prioritize the regional NSs’ needs / requirements within IT with the relevant assessment tools to provide a strategic plan for the region digitalization implementation. Train the MRC IT staff on IFRC IT systems
2. IT Service fulfilment and provisioning: Assist in delivering digital services, digitalization implementation by the NS in the domain of IT capacity strengthening and Digitalization implementation plans.
3. IT Governance: Advise National Societies and promote the alignment of the IT strategy, Digitalization strategy, IT standards, IT policies, IT procedure and best practices, IT risk management, IT controls, adjusted to the NSs digital maturity, where relevant and fit for purpose.

***External Relation***

1. Maintain regular contact with end users within the Secretariat as required.
2. Maintain contacts with other support teams involved during the request resolution process.

***Office Activities***

1. Adhere to all administrative procedures linked to his/her work.

# Duties applicable to all staff

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| 1. | Actively work towards the achievement of the Federation Secretariat’s goals |
| 2. | Abide by and work in accordance with the Red Cross and Red Crescent principles |
| 3. | Perform any other work-related duties and responsibilities that may be assigned by the line manager |

**Position Requirements**

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| **Education** | **Required** | **Preferred** |
| Recognized professional qualification in the area of telecommunications, computer  science or equivalent technology work |  | X |
| University degree, in computer sciences, Systems and Networks | X |  |
| **Experience** | **Required** | **Preferred** |
| 3 years minimum of work in computer systems (LAN, WAN TCP/IP connectivity, E-mail,  application, and user support domains) | X |  |
| 3 years work experience with the International Red Cross and Red Crescent Movement or with other international organisations, large NGOs and/or governmental development  agencies |  | X |
| Expertise with systems and applications such as: Network components, M365 application suits, Azure, CISCO Meraki, ISPs & IP connectivity, cabling and basic electricity | X |  |
| **Knowledge and Skills** | **Required** | **Preferred** |
| Highly organised, and disciplined | X |  |
| Networking certification (Cisco / CompTIA / Juniper / Wireshark / Avaya / Citrix / HP / Extreme / Microsoft) and ITIL |  | X |
| Able to undertake strategic thinking and translate this into practice | X |  |
| Ability to work with complete integrity and confidentiality | X |  |
| High degree of discretion, tact, and sensitivity in dealing with internal and external  clients and stakeholders at all levels | X |  |
| Ability to work within a multi-cultural, multilingual, multidisciplinary environment | X |  |
| Excellent oral and written communication and presentation skills | X |  |
| **Languages** | **Required** | **Preferred** |
| Fluently spoken and written Arabic and/or French | X |  |
| Good Command oral and written English | X |  |
| **Values and Competencies (to be filled in by HR)** |  |  |
| **Values:** Respect for diversity; Integrity; Professionalism; Accountability. | | |
| **Core competencies:** Communication; Collaboration and teamwork; Judgement and decision making; National society and customer relations; Creativity and innovation; Building trust. | | |

# Sign off by Line Manager

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| Name: |  | Signature: |  | Date: 28/12/2022 |

**For internal use only**

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| Classified by: | Date: |
| Approved by the Job Classification Committee: | Date: |
| Approved salary scale: | Salary Scale 1/2 |