



Position: ICT Coordinator
Location: Tehran/Iran, with possible travel to field
Duration: One year (with possible extension)
Reports to: Director of Support
Technical Supervisor: Regional IT Coordinator/Global IT Manager

About RI: Relief International is a leading nonprofit organization working in 20 countries to relieve poverty, ensure well-being and advance dignity. We specialize in fragile settings, responding to natural disasters, humanitarian crises and chronic poverty.

Relief International combines humanitarian and development approaches to provide immediate services while laying the groundwork for long-term impact. Our signature approach -which we call the RI Way- emphasizes local participation, integration of services, strategic partnerships, and a focus on civic skills. In this way, we empower communities to find, design and implement the solutions that work best for them.

RI in Iran: Relief International has been active in Iran since 1989. The Iran program focuses on providing and improving access to health, education and livelihoods to Afghan refugees – with protection effectively mainstreamed across our activities. Relief International is also a major actor in disaster response in Iran and is currently implementing a large scale COVID-19 response. RI supports national CSOs as well as coordination and advocacy with other INGOs, UN agencies and Governmental partners.

Position Summary: The ICT Coordinator's role is to improve the ways in which information technology supports RI's work. The ICT Coordinator is responsible for planning resources, contributing to the development and implementation of services and making sure that the lessons learnt are captured and shared. The ICT Coordinator monitors and maintains Relief International's computer networks, installs and configures hardware and software, and provides technical support to RI staff in Iran. The ICT Coordinator works closely with the Regional IT Coordinator as well as the Global IT Manager to help drive down global IT regulations and procedures to the local country offices, and ensure Iran Country and Field offices are in line with the RI global IT strategy.

Position Responsibilities and Duties:

Generic Responsibilities:

- Accountable for adherence to RI policies, guidance and procedures and the global ICT Strategy.
- Responsible to analyze the needs and to develop country specific ICT requirements which can be budgeted in RI grants portfolio.
- Ensures timely and high quality delivery of ICT hardware/software and ICT services to the all staff of the RI country program.
- Responsible for ICT equipment on the mission and to develop tools to monitor staff usage.
- Line management, delegation of tasks and responsibilities to ICT staff.
- Contribute to program and support quality and effectiveness by pro-actively identifying relevant ICT tools which program or support functions can use.
- Responsible for risk analysis related to ICT in both country and field offices, as well as developing mitigation measures.
- Responsible to report on ICT related risk and mitigation measures to Senior Management.
- Capitalizes learning and knowledge sharing on ICT related matters.
- Ensures capacity building and training of all staff on proper use of ICT material on the mission.

Specific Responsibilities:

Ensures development and implementation of ICT strategy, annual workplan as well as SOPs and procedures with specific focus on:

- Compliance with RI information management and technology standards, guidelines and procedures for the Country Office technology environment.
- Development of an RI strategy in ICT including objectives, targets, monitoring and budgeting.
- Derive an annual ICT workplan based on the strategy.
- Design and validate internal SOPs and procedures to ensure smart and cost-efficient use of ICT in the entire Country Office. Design and validate tools to monitor SOPs are followed.

Ensures effective functioning of hardware and software packages with specific focus on:

- Provision of advice on maintenance of equipment and acquisition of hardware supplies, making routine repairs and change of hardware electronic components.
- Follow the RI Computer Standards to install and configure computer operating systems and all RI software for all staff.
- Plan and undertake scheduled maintenance to ensure all local computers are up-to-date with important software and system updates.
- Perform regularly scheduled network equipment maintenance to ensure office networks are running smoothly.
- Monitor networking firewalls and enforce network security policies.
- Diagnose and fix network problems or potential problems.
- Maintain other networked equipment, including but not limited to: printers, scanners, VoIP phones, power generators, and web conferencing system

User Support:

- Utilize the IT support ticketing system to troubleshoot user's computer problems, determine sources of issues, and deliver appropriate solutions.
- Support in-country RI staff to access IT-managed services.

- Setup new user's accounts and assist users to maintain active profiles throughout IT-managed systems. Delete user accounts when staff depart.

Information Security Response:

- Monitor and respond to security alerts in both country and field offices.
- Ensure monitoring of trends of alerts and pro-actively propose risk mitigation to senior management.
- Ensure all the local devices are free of virus/malware and the protection agents are up-to-date.
- Coordinate with Cyber Security Working Group to respond to any cyber-attacks targeting local users or devices.

Infrastructure Maintenance:

- Manage adequate ICT power sources to the office, upgrade if needed.
- Maintain and manage office cabling, including power cables and network cabling.
- Setup necessary backup power options to ensure uninterrupted power supply to the network.

Provides administrative support focusing on achievement of the following results:

- Provision of advice on and assistance in procurement of new equipment for the CO and Field Offices, provision of technical specifications and information on best options in both local and international markets.
- Monitoring an up-to-date inventory of the software and hardware. Manage and keep track of IT inventory for RI Country Office and Field Offices.

Ensures facilitation of knowledge building and knowledge sharing focusing on achievement of the following results:

- Identification and promotion of different systems and applications for optimal content management, knowledge management and sharing, information provision.
- Organization of trainings for RI staff on ICT related matters.
- Synthesis of lessons learned and best practices in ICT. Maintain knowledge of industry trends and support best practices.
- Attend necessary ICT webinars and seminars to stay up-to-date with changes to all IT-managed solutions.

Safeguarding

- Uphold and promote RI's commitment to ensuring the safeguarding and safety of the vulnerable communities we serve.
- Consistent with RI's safeguarding and protection policies, ensure all people who come into contact with Relief International are as safe as possible.

Equity and Diversity commitment

- Demonstrate sensitivity and understanding of systemic diversity and cultural differences.
- Ensure that gender equity is addressed in our staffing and programming.

Qualifications and requirements:

- Minimum 7 years of relevant experience in ICT.
- Minimum BS Degree.
- Previous experience in the NGO sector will be a distinctive asset.
- Exceptional analytical, organizational, managerial and communication skills.
- Excellent time management skills and resourcefulness with strong attention to detail.

- High level of creativity and coordination.
- Ability to identify and communicate potential problems and propose solutions to the level of management and then effect change.
- Must be able to function effectively in a complex work environment, set appropriate priorities and deal effectively with numerous simultaneous requirements.
- Ability to work under pressure and with limited supervision.
- Fluency in English, both written and spoken.

RI Values:

We uphold the Humanitarian Principles: humanity, neutrality, impartiality and operational independence. We affirmatively engage the most vulnerable communities.

We value:

- *Inclusiveness*
- *Transparency and accountability*
- *Agility and innovation*
- *Collaboration*
- *Sustainability*

How to apply.

If you are interested in this job, please email your cover letter and CV in English to tehran@ri.org and mention the <Job Title_FULL NAME> in the subject line. **Applications close on 3rd June 2021.**

Due to limited resources, only short-listed candidates will be contacted.

Note to external agencies, we will not be accepting CVs from third parties.

Relief International is committed to protecting our staff and the communities we work with from abuse and harm including sexual exploitation, sexual abuse and sexual harassment.

All staff are expected to abide by our Code of Conduct.

Recruitment to all roles in Relief International include a criminal records self-declaration, references and other pre-employment checks, which may include police and qualifications checks.

Relief International is committed to diversity and gender equality; we strongly encourage female candidates to apply.