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| **Title:** | ICT SUPERVISOR | |
| **Generic Function:** | TECHNICAL ACTIVITY SUPERVISOR | |
| **Code:** | LS03302 | |
| **Level:** | 6 | **(E)** |

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| **Position in the Organization** | |
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| **Reports to (Hierarchical):** | Logistics Coordinator/Logistics Manager / IS Specialist (if applicable) |
| **Reports to (Functional):** | IS Specialist (if applicable) / Regional Technical Referent (if applicable)/ IT and/or Telecom HQ Referent(s) |
| **Job Family:** | Logistics and Supply |
| **Supervises (Function):** |  |

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| **Main Purpose** |
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| Executing the maintenance, follow-up and monitoring of all IT and Telecom equipment, tools and services, as well as ensuring onsite technical support and training of users under his/her responsibility in accordance with MSF standards, policies, protocols and procedures, in order to guarantee the efficient use of all IT and Telecom services and infrastructure. |

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| **Accountabilities** |
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| * Monitoring, maintaining and following up on all Information Technology (IT) and Telecom equipment, tools and services in the mission, in accordance with MSF standards, policies, protocols and procedures; * Supervising, implementing and improving data security protocols (data saving, firewall, User Access right, backup, security for equipment and software, etc.) to ensure data security, availability, and immediate operational recovery and continuity in case of emergency; * Providing technical support and presenting MSF standards, policies, protocols and procedures to all users. Providing advanced technical support to logistics experts dealing with IT and Telecom systems. When needed, liaise with the Information Systems (IS) Specialist and/or HQ Technical Referent for 2nd line support, as well as with external providers, to ensure any incidents or problems that cannot be solved at his/her level are appropriately escalated; * Providing educational support (briefing, training and support, etc.) to all users. Providing advanced educational support (briefing, training and support, etc.) to logistics experts dealing with IT and Telecom systems; * Providing regular activity reports for the sites under his/her responsibility in accordance with MSF guidelines. Updating and archiving all user and ICT (Information and Communications Technology) related documentation due to changes in the IT and Telecom infrastructures; * Participating in the establishment of the annual budget of the IT and Telecom families. Providing his/her technical expertise in the local purchase process; * Planning, preparing and reporting the visits to the site(s) under his/her responsibility to ensure the preceding points; * Performing any other task, specific to his/her area of specialty, as defined in his/her job description and according to the line manager. |

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| **MSF Section/Context Specific Accountabilities** |
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| **Requirements** | |
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| **Education** | * Essential secondary education and formal technical training. Certifications in the domain would be an asset. |
| **Experience** | * Preferably 1-2 years of proven experience in IT or technical functions |
| **Languages** | * Preferably technical English |
| **Knowledge** | * Expertise in latest version of Microsoft Operating System and business applications (Office365) * Good knowledge of computer hardware and maintenance processes, network theory and their respective protocols, main email systems, IT security best practices and IT service management tools (ITSM) * Understanding in Server Management (latest version of Microsoft Operating System, Active directory) and virtualization (Hyper-V) * Understanding of radio telecommunication concepts (HF, VHF, GSM, Satellite) * Teaching and supporting skills |
| **Competencies** | * Results and Quality Orientation **L2** * Teamwork and Cooperation **L2** * Behavioural Flexibility **L2** * Commitment to MSF Participles **L2** * Stress Management **L3** |

This job description may be amended in line with the activities or evolution of the Mission.

By signing, the employee acknowledges that he/she has read, understood and accepted this document.

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| **Employee Name/ Surname** |  |
| **Place and date:** |  |

Signature of the employee:

*(To be signed in two copies, one for the employee and one for the employer)*

**MSF is a civil society initiative that brings together individuals committed to the assistance of other human beings in crisis. As such MSF is by choice an association.  
 Each individual working with MSF does it out of conviction and is ready to uphold the values and principles of MSF.**