CRS JOB DESCRIPTION

Job Title: ICT Officer	**Reports to:** Operations Manager
Department: Operations	**Salary Grade:** 7

About CRS

Catholic Relief Services is the official international humanitarian agency of the Catholic community in the United States. CRS works to *save, protect, and transform* lives in need in more than 100 countries, without regard to race, religion or nationality. CRS' relief and development work is accomplished through programs of emergency response, HIV, health, agriculture, education, microfinance and peacebuilding.

CRS/Vietnam Background:

CRS has been operating in Vietnam since 1994. In partnership with Government and other organizations, CRS implements programs in 12 provinces/cities in Vietnam. The Vietnam Program has a diverse funding base in the sectors of Disabilities, Mine Action, Disaster Risk Reduction and Management, and Community-based Climate Change Adaptation.

Job Summary

You will coordinate and deliver various ICT and ICT4D (ICT) related services in accordance with established agency ICT policies, procedures, and service standards to support high-quality programs serving the poor and vulnerable. You will provide responsive, professional service and technical support to CRS staff and partners to ensure efficient operation and use of CRS information sharing, communication, and collaboration technologies.

Roles and Key Responsibilities

- Deploy, configure, and maintain ICT systems and databases, including networks, servers, and telecommunications as per CP requirements and agency standards. Troubleshoot and address issues to ensure optimal performance.
- Configure and maintain applications and user devices. Provide timely and quality service delivery, technical support, and advice to user requests to ensure proper user access to agency business data and information.
- Maintain inventory of CRS VN asset, including furniture, ICT equipment, hardware, and software and ensure adequate supply and functionality, in collaboration with relevant staff. Provide input to budget for ICT related expenses.
- Coordinate relationships with suppliers to facilitate delivery of ICT-related services that meet CRS business requirements and needs.

- Partner with Program staff to provide technical assistance (including solution development) for responsible and impactful use of ICT4D solutions as per the CP's strategic needs.
- Support Virtual Engagement activities and capacity building initiatives, remotely or on-site, to staff and partners to ensure efficient and consistent adoption and use of ICT & ICT4D applications.

Basic Qualifications
- Bachelor's degree in IT-related field (Computer Science, Computer Networking, Programming, ICT4D, and Information Systems) required. Significant work experience in a directly related field combined with appropriate training/certificates may substitute for degree.
- Minimum of three years' work experience in a position with similar responsibilities.
- Experience in introduction, design, implementation, and adoption of relevant technology and data management tools.
- Desired certifications include Microsoft Certified Solutions Associate or equivalent, Cisco Certified Network Associate or equivalent, Microsoft SharePoint Foundations or equivalent and ITIL Foundation Certified.

Preferred Qualifications
- Demonstrated capacity in management of network/server software and hardware devices and platforms.
- Grasp of complex network, security, mobile, desktop, server, telephony, backup, application and database technologies.
- Understanding of mobile device management and software development lifecycle.
- Experience on CRS' standard ICT4D solutions (data collection and visualization, geospatial modelling, and/or mobile money, etc), and basic understanding of monitoring and evaluation concepts.

Knowledge, Skills and Abilities
- Good relationship management skills. Ability to relate to people at all levels internally and externally with a strong client-service focus.
- Strong communication skills with the ability to effectively communicate complex, technical systems and processes to non-technical audiences.
- Strategic, analytical, systems thinking, and problem-solving skills, with capacity to see the big picture, make sound decisions, and offer non-standard solutions.
- Able to maintain confidential information and ability to learn new systems and technologies
- Proactive, resourceful, solutions-oriented and results-oriented.
- Basic understanding of business analysis concepts and best practice.
- Experience with capacity strengthening and knowledge management.

Required Languages - English

Travel - Must be willing and able to travel up to 10 %.

Agency REDI Competencies (for all CRS Staff)
Agency competencies clarify expected behaviors and attitudes for all staff. When demonstrated, they create an engaging workplace, help staff achieve their best, and help CRS achieve agency goals. These are rooted in the mission, values, and guiding principles of CRS and used by each staff member to fulfill his or her responsibilities and achieve the desired results.
- Personal Accountability – consistently takes responsibilities for one's own actions.
- Acts with Integrity - consistently models values aligned with CRS Guiding Principles and mission. Is considered honest.
- Builds and Maintains Trust - shows consistency between words and actions.
- Collaborates with Others – works effectively in intercultural and diverse teams.
- Open to Learn – seeks out experiences that may change perspective or provide an opportunity to learn new things.

Supervisory Responsibilities: None

Key Working Relationships:
Internal: Country Manager, All CRS VN staff, Regional ICT staff and HQ ICT team.
External: Government Entities, Subrecipients, INGOs, services providers

***Our Catholic identity is at the heart of our mission and operations. Catholic Relief Services carries out the commitment of the Bishops of the United States to assist the poor and vulnerable overseas. We welcome as a part of our staff people of all faiths and secular traditions who share our values and our commitment to serving those in need. CRS' processes and policies reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.

Disclaimer: This job description is not an exhaustive list of the skill, effort, duties, and responsibilities associated with the position.

CRS' talent acquisition procedures reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.

CRS prioritizes candidates who are citizens/ permanent residents of the countries where we have CRS offices.

CRS is an Equal Opportunity Employer

Application requirements

Individuals interested in this job are invited to submit your applications via email to Catholic Relief Services at: **recruitment.vietnam@crs.org;**

Applications in English should include:

i)   Curriculum Vitae with name and contact information of three references
ii)   Application Letter
iii)   Copies of degrees, certificates

Deadline for submission: **May 31, 2024**