



Field ICT Manager W/M

Médecins Sans Frontières (MSF), an international humanitarian medical organization established in 1971, provides medical assistance to populations whose survival is threatened by crises, primarily armed conflicts, but also epidemics, natural disasters and exclusion from care. The French section is present in about thirty countries.

MSF is looking to fill a new opened position as:

Field ICT Manager W/M

Mission

The Field ICT Manager is responsible for providing support to the missions, ensuring compliance with and monitoring of ICT policies and procedures (both during the definition and implementation of programs in their portfolio). They work to enhance ICT systems on the field.

Main responsibilities:

Be the link between Operations and the Information Systems Department (IS Dept):

- o Participate in the definition of program objectives for the countries in their portfolio in collaboration with Cells.
- o Perform regular visits to assess the local context (MSF activities, specific requirements, IT environment, etc.).
- o Be involved in the cross-functional projects of the IS Dept and Cells.
- o Share local information and ensure good collaboration with other MSF sections in the countries in your portfolio.

Be responsible for the ICT strategy of the missions in their portfolio:

- o Support the coordination of each mission regarding the definition, update and implementation of an ICT system in all its components.
- o Analyze the specific ICT issues of the countries for which they are responsible, identify risks and implement mitigation measures.
- o Monitor country constraints to allow an adaptation of the ICT system.
- o Identify opportunities to improve the efficiency of the ICT system and assist decision-making taking into account operational and budgetary impacts.
- o Develop ICT scenarios in connection with the ePrep strategy in close collaboration with the logistical, medical and operational managers.

Coordinate the implementation of the ICT policy on the missions of their portfolio:

- o Guarantee the dissemination and compliance with ICT and IS security policies, procedures, tools and best practices, ensure their effective application.
- o Inform their manager in the IS Dept and the unit(s) of the specific ICT issues of the programs and alert them to the risks and constraints.
- o Be responsible for the implementation of policies and procedures adapted by country with the support of the referents/experts of the IS Dept.
- o Mobilize the IS Dept's support teams and check that the support is adapted to the context.
- o Define measures to ensure less exposure to cybersecurity risks.

Provide technical support to the missions:

- o Participate in level 2 of the ICT technical support system (ICT field staff make up level 1 and the expert teams of the IS Dept/service providers level 3).
- o Participate in the realization of technical components to support major changes (project opening, new construction, call for tenders from internet providers, etc.).

Be responsible for monitoring and analysing their activity:

- o Evaluate and analyze the progress of ICT deployments of the missions in their portfolio, define objectives according to the KPIs used and ensure the implementation of corrective actions.
- o Guarantee the feedback necessary to manage their activity and ensure reporting to their managers.
- o Participate in budget development and budget monitoring; In particular, follow up on optimization opportunities via local service providers.
- o Support in the development, analysis and management of global deployments of practices and tools and ensure fluid communication and adequate information sharing with the IS Dept.

Functionally manage the teams in the field within their scope:

- o Supervise, advise, support, motivate, and develop the skills of the coordinators in charge of ICT (usually the Logistics Coordinators) and all the ICT field staff.
- o Participate in the recruitment, the orientation and evaluation of their work in collaboration with the Head of Mission and the Coordinator in charge of ICT.
- o Ensure that the programming defined by the Coordinator in charge of ICT is aligned with the operational objectives.
- o Ensure the briefings and debriefings of the IMS on ICT positions and participate in the briefings and debriefings of all coordinators as appropriate.
- o Ensure the appropriate composition of ICT teams in coordination and on projects by advising missions.

Transmission of skills and capitalization:

- o Ensure the capitalization of the knowledge and methods acquired in the field, write feedback.
- o Monitor and evaluate the deployment of new practices or tools in its missions.
- o Participate in the training of ICT managers and logisticians in the field or during international sessions.
- o Participate in the development of ICT teams and the identification of future managers.
- o Actively participate in the selection of ICT staff for the missions for which they are responsible.
- o Upgrade their own skills.
- o Continuously contribute to the improvement of processes by the IS Dept by actively participating in the definition of new developments.

Participate in the IS Dept's daily life:

- o Participation in team and department meetings or other events, contribution to cross-functional projects.
- o Collaboration with other departments on the continuous improvement of ICT processes and tools, as well as with global ICT governance in the field. If necessary, provide backup for another field ICT manager.

Other activities:

- o Conduct field visits to deploy ICT solutions
- o Participate in project governance as a technical referent

Professional skills

Experience:

- o At least 5 years' experience in the field of IT (infrastructure, systems, network) including experience in team management or project management
- o Field experience with MSF and/or an NGO in senior positions is an asset
- o Experience in an associative environment in an international context is appreciated

Skills:

- o Very good knowledge of ICT processes, techniques, and tools

- o Good team management skills
- o Good project management skills with all its components
- o General knowledge on budgeting

Technical Skills:

- o Good knowledge of systems and networks
- o Good knowledge of Windows systems
- o Good knowledge of Microsoft tools

Languages:

- o English B2
- o French B2

Required qualities

- o Leadership, ability to cooperate and work in a team, sense of responsibility.
- o Good communicator, sense of dialogue, excellent interpersonal skills.
- o Autonomy in the position and ability to prioritize and sort.
- o Quality of analysis and synthesis.

Specifics of the position

Open-ended contract. Full-time. Based in Paris, with frequent travel to MSF sites.

Geographical mobility

Candidates are informed that in view of MSF's activities and operations, the position includes a geographical mobility clause. The position will be based at headquarters (Paris) for a period of 24 months, then in another MSF entity within the following geographical area:

- o Nairobi (Kenya)
- o Dubai (United Arab Emirates)
- o Tokyo (Japan)

Position to be filled : April 1st 2025 / ASAP.

Our aim is to promote inclusion and diversity. We also want to improve the representation of people with disabilities in our workforce.

Type of Contract : Open-ended contract

Salary (€) : 50,4 k€ brut annuel sur 13 mois.

Benefits

- 12€ Luncheon voucher, 60% care of MSF
- 100% Mutual health insurance
- 50% public transportation expenses
- 22 days RWD per year

Deadline for submitting applications : 02/03/2025