VACANCY ANNOUNCEMENT

**Job Title:** **Head of ICT Office**

**Duty Station:** Rome, Italy

**Unit/Division**: Strategic Planning

**Type of contract: Fixed-term – G5 level**

**Term:** Two years (six-month probation period)

**Closing date:** (Midnight Rome Time): **01-MAR-2022**

**About ICCROM**

ICCROM is an intergovernmental organization working in service to its Member States to promote the conservation of all forms of cultural heritage, in every region of the world. Those working on the front lines of heritage preservation, including architects, engineers, archaeologists, scientists, conservators, museum curators, site managers, librarians, archivists, historians, and researchers rely on ICCROM for its world-class initiatives in conservation training, information, research, cooperation and advocacy.

**Overview of the Functions of the Post**

The Head of ICT Office works in the Strategic Planning Unit and reports to the Unit Manager.

**Key Accountabilities**

1. **ICT infrastructure management**

* Manage the assigned programme of work concerning the performance, maintenance, and development of ICCROM’s ICT infrastructure, ensuring its consistency with the overall Strategic Directions, Programme of Activities and Budget, and enterprise architecture.
* Ensure that ICCROM’s ICT infrastructure meets the organization's priorities, and that issues resulting from interdependencies/gaps are timely addressed and resolved as needed.
* Administer, maintain, modify, improve and modernize ICT physical and virtual infrastructure to continuously develop ICCROM into a more agile, effective, and efficient organization, in close collaboration with all Units (Administration in particular).
* Establish, acquire and maintain the necessary hardware and software resources, solutions, and standards for ICCROM to successfully fulfill its mandate.
* Plan, recommend, and implement innovative solutions to address changing needs and emerging opportunities, always improving the status quo no matter how good it may be, supporting and enhancing ICCROM’s digital transformation to better serve its Member States.
* Maintain a 3 years transformation roadmap to manage change to existing software & hardware with new innovation initiatives and pilots, and to communicate key change to Member States.
* Provide timely support to ICCROM Staff and consultants to ensure that they are able to effectively carry out their duties, in collaboration with the ICT Team.
* Maintain application discipline and prevention of ‘shadow IT’ activity within ICCROM.
* Supervise, mentor and support ICCROM’s ICT Team to lead, inspire and enjoy a good working environment.
* Produce an annual ‘state of ICT’ report for ICCROM summarising strategic plan for the year, achievements, investments, most common issues and plans for the following year.
* Collaborate as necessary with colleagues at the Regional Office in Sharjah on ICT related issues in close coordination with the Strategic Planning Unit Manager and the Unit Director of the Sharjah Office.

1. **Risk Management**

* Implement, monitor and improve ongoing systems’ backup and disaster prevention, response and recovery procedures concerning ICCROM´s ICT capabilities.
* Implement security protocols, policies and procedures to prevent potential threats, including Vulnerability assessment and Penetration testing (VAPT) and the prevention of social engineering attacks.
* Take responsibility for all aspects of ICT security and digital data protection.

1. **Supplier Management**

* Provide oversight of the ICT budget in close collaboration with the Administrative Manager and make recommendations where additional investment would be beneficial or where costs can be saved.
* Provide advice on the acquisition or rental of ICT equipment including the production of clear criteria of requirements and assessment of different equipment available.
* Create a supplier / partner strategy to ensure best commercial terms achieved for ICCROM in all aspect of ICT procurement and to ensure support from strategic vendors.
* Provide a supplier update to ICCROM Staff members via a performance summary and advise of supplier developments such as new services, products and offerings which may be of benefit to ICCROM colleagues

1. **Troubleshoot**

* Trouble-shoot and monitor performance and infrastructure problems and ensure service continuity.
* Upgrading, installing and configuring new hardware and software solutions with new releases and models, on premises and in cloud, to meet the Organization’s objectives.
* Ensure the creation, managing and removal of user accounts, the performing of access controls and the proper maintenance of all the shared directories.
* Oversee the installation of all technologies and provide training to Staff in new applications in collaboration with the ICT Team.
* Document internal procedures and best practices. Provide guidance on how best to access documentation and training material provided by external suppliers.

**Required qualifications:**

1. **Education**

* Advanced university degree in Computer Science, Information Technology, Information Systems, or a related field.
* Applicable professional certification, such as Microsoft/Azure, Linux or Cisco certification, ITIL, and GDPR is a plus.

1. **Work experience**

* Proven experience in a similar role (8-10 years).
* Extent and relevance of experience in process mapping and business process engineering in the area of corporate ICT technology and solutions.
* Extensive experience with ICT systems, cloud technology, software, hardware, networks protocols and related technologies.
* Working experience with virtualization systems, like VMWare environment.
* Experience in the administration of heterogeneous environments with various operating systems and platforms, like Linux and Windows.
* Experience with cloud solutions (PAAS, SAAS, …) on Azure, AWS, Google cloud, etc.
* Experience of delivering innovation projects, supporting pilot programmes and introduction of new solutions into mature organizations.
* Experience in core enterprise applications e.g., LMS, CRM, CMS advantageous.

1. **Skills and knowledge**

* Solid knowledge of best practices in IT administration and systems security.
* Capability to develop, coordinate and implement IT strategies and projects.
* Knowledge of relational database management systems.
* Some proficiency with at least one programming/scripting languages. May create, customize or adapt scripts or software applications for corporate use.

1. **Competencies**

* Strong analytical and problem-solving skills. Leadership, organizational, and time management skills.
* Good communication skills, both written and verbal with the ability to present complex technical information in a clear and concise manner to a variety of audiences.

1. **Languages**

* English and French are the working languages of ICCROM. For this position, fluency in English (both oral and written) is required. The knowledge of Italian and any other language is an added advantage.

**Required Behaviors**

ICCROM is a small organization, when defined in numbers of staff, with a very large remit. All of our people need to ensure that they demonstrate the required behaviors in order that we can deliver on our mission. These behaviors underpin everything that we do, both internally and when working with stakeholders.

We are an ambitious organization and know that we can only achieve that ambition through pulling together and using the behaviors that will allow us to optimize our contribution. These are important to all of our roles and are essential for everyone.

* **Communication**

We engage in honest, respectful, two-way communication. We actively listen and seek opportunities to share and engage with colleagues and stakeholders. We consider the best way to share information and willingly engage in discussion with others. We are open, honest and transparent and give and receive clarity.

* **Collaboration and teamwork**

We show respect to every colleague and value their expertise, contribution and perspective. We trust each other to be the best they can be and give help and support when it’s needed. We willingly share resources, ideas and effort. We actively engage with others and help them to be the best they can be and create win-win solutions.

* **Flexibility**

We remain optimistic about what we do and have a positive ‘can do’ attitude. We look for solutions and are proactive in driving performance. We take responsibility for planning, managing risks and getting things done through being helpful and flexible in our approach. We look to build on team strengths and are always willing to step in when additional support is needed.

* **A learning organization**

We take opportunities to learn, to share learning and to encourage colleagues to do the same. We try new things and experiment in order to help ICCROM work successfully with others. We look at things from different perspectives; seeking alternative views and finding ways to become even better at what we do.

**Remuneration**

The salary and the allowances are net of taxes but subject to various deductions such as the employee’s portion for medical insurance and contribution to the United Nations Pension Fund. For full details you can visit [Salary scales for staff in the General Service in Italy](https://www.un.org/Depts/OHRM/salaries_allowances/salaries/italy.htm) (Revision 97).

**Application Process**

Send completed applications in English, not later than 01-MAR-2022, to: [recruitment@iccrom.org](mailto:recruitment@iccrom.org)

Please state the position title (Head of ICT Office) in the subject, and include the following documents:

• Motivation letter

• Updated CV in English

• Complete Personal History Form (P11)

Applications missing any of the above elements will not be considered. No modifications can be made to the application submitted.

Please note that only selected candidates will be further contacted and candidates in the final selection step will be subject to reference checks based on the information provided.

The evaluation of candidates is based on the criteria in the vacancy notice, and may include tests and/or assessments, as well as a competency-based interview.