



Job Opportunity:
ICT Manager CDEMA Coordinating Unit

Competition Reference No.	CDEMA-CU/CDM-HIP/07
Application Deadline Date	February 21, 2012
Location	Bridgetown, Barbados
Organization	Caribbean Disaster Emergency Management Agency

The CDEMA Coordinating Unit (CU) is inviting applications for the post of **Information, Communication and Technology (ICT) Manager**. The ICT Manager will provide leadership to the CDEMA CU in the area of internal LAN Management, and the expansion of the Information and Communication Technologies to manage the Comprehensive Disaster Management (CDM) process. He/she will also provide leadership in the elaboration and implementation of the ICT policy for the CDEMA CU.

Open To:

Employees of the CDEMA CU as well as all citizens and permanent residents of CARICOM countries

Salary and Benefits:

The salary will be based on the individual's qualifications and experience.

Merit Criteria:

1.0 Qualifications and Experience

- 1.1. Masters Degree in Computer Science or equivalent
- 1.2. Minimum of five (5) years experience at a management level
- 1.3. Qualified Network Administrator/Information Technologist, preferably with a minimum of two (2) years experience in the field of Network Administration in a Microsoft and Lotus Domino environment.
- 1.4. A minimum of five (5) years experience in the procurement of IT hardware and software.
- 1.5. Experience in developing/administering ICT Recovery/Business Continuity Plans
- 1.6. Experience with enterprise management software
- 1.7. Experience in Local Area Network (LAN) Management
- 1.8. Extensive experience with data base management and ICT applications
- 1.1 Experience with file and mail servers and web based applications.

2.0 KNOWLEDGE, SKILLS AND ABILITIES

- 2.1 Be thoroughly familiar with the capabilities and limitations of the equipment responsible for, and should also have a good knowledge of maintenance and repair techniques
- 2.2 The ability to manage internal networks and collaborate with others in order to facilitate coordination of the information system in times of disasters.
- 2.3 Ability to communicate and relate effectively with persons at all levels
- 2.4 Ability to train staff in basic hardware and software use
- 2.5 Excellent interpersonal and communication skills
- 2.6 A capacity for independent thought and action and the ability to tender professional advice
- 2.7 Demonstrated Team Leadership
- 2.8 Appreciation of workplace diversity

Language Requirements:

- Excellent knowledge of English

Information Notes:

1. Candidates must clearly demonstrate in writing that they have met all of the criteria. Failure to do so may result in your application not receiving further consideration.
2. Send applications, including Resume, three (3) testimonials and copies of certificates via email to hr@cdema.org. Quote selection process number: **CDEMA-CU/CDM-HIP/07**.
3. Acknowledgement of receipt of applications will not be sent. CDEMA would like to thank all candidates who apply, as only those selected for an interview will be contacted.



JOB DESCRIPTION

Position Title: Information, Communication and Technology Manager
Division: Disaster Management Division (DMD)
Reports To: Deputy Executive Director (DED)
Direct Reports: ICT Support Specialist
Web Administrator

2. FUNCTIONAL RELATIONSHIPS

Works under the direction of the DED and collaborates with other staff.

3. SUMMARY

The ICT Manager will provide leadership to the CDEMA CU in the area of internal LAN Management, and the expansion of the Information and Communication Technologies to manage the Comprehensive Disaster Management (CDM) process. Provide leadership in the elaboration and implementation of the ICT policy for the CDEMA CU.

4. DUTIES AND RESPONSIBILITIES

The ICT Manager is responsible for:

4.1. Network Management

- 4.1.1. Develop and manage a Wide Area Network that encompasses CDEMA Participating States
- 4.1.2. Oversee the management of a functional and reliable Local Area Network (LAN) on a daily basis.
- 4.1.3. Develop or enhance as appropriate an Agency ICT Recovery Plan to ensure continuity of operations during normal and emergency times.
- 4.1.4. Oversee the maintenance of hardware and software to ensure that the network remains operational with minimum dislocation.
- 4.1.5. Provide technical support services to other staff members as necessary.
- 4.1.6. Provide technical support for the Finance and Accounting and Human Resources Management systems used by the CDEMA CU.

4.2. Information Management

- 4.2.1. Oversee the maintenance and management of the information systems and processes at the CDEMA CU. Where none exist recommend based on need, appropriate system to enhance operations.
- 4.2.2. Administer the CDM Online Database.
- 4.2.3. Develop, implement, monitor and report on the ICT component of the CU work programme

4.3. Software Development

- 4.3.1. Customise or configure commercial software to meet the specific needs of the CU.
- 4.3.2. Develop and/or source software required to improve productivity of staff at the CU.
- 4.3.3. Consult with the Communications Specialist to develop and/or source software required to enhance the work and marketability of the Documentation Center.
- 4.3.4. Consult with the Resources Management and Administration Division to develop and/or source software required to enhance its productivity and resource management.
- 4.3.5. Consult with the Alliance and Cooperation Services Unit to develop and/or source software required to promote and market its services and for resource mobilization

4.4. Hardware Configuration Maintenance and Procurement

- 4.4.1. Recommend appropriate hardware based on needs observing compatibility and connectivity issues
- 4.4.2. Configure all computers and IT related hardware to ensure the effective provision of services within the CU
- 4.4.3. Develop and maintain maintenance schedule for all computers, IT related hardware and backup power supply as required
- 4.4.4. Oversee the procurement of all computers and IT related hardware for CDEMA and maintain an appropriate inventory.

4.5. Worldwide Web Services

- 4.5.1. Manage online databases as required and recommend new ones where this may enhance or automate office routines
- 4.5.2. Supervise the development of websites for National Disaster Offices which are members of CDEMA
- 4.5.3. Establish and maintain online Internet services which may be required from time to time to enhance the work of the CU and the National Disaster Offices in Participating States

- 4.5.4. Provide facility for interfacing with contributors to the site content, by the establishment of portals, secure/restricted areas, blogs as appropriate

4.6. E-mail and Document Management

- 4.6.1. Manage and maintain the CU's E-mail system ensuring that there is constant traffic and interfacing through modems, firewalls and clients
- 4.6.2. Monitor network traffic and report technical problems which may be related to the ISP for their attention
- 4.6.3. Ensure webmail access is available at all times to authorized persons
- 4.6.4. Maintain the Agency's electronic filing system and recommend enhancements to the taxonomy as required

4.7. Training

- 4.7.1. Develop and conduct training sessions to inform CU personnel in general computing practices/principles, capability requirements and uses of software applications

4.8. Reporting and Supervisory Role

- 4.8.1. Submit monthly reports to DED on the status of assigned, delegated and designated duties
- 4.8.2. Supervise staff as assigned
- 4.8.3. Coordinate the performance appraisal of staff supervised
- 4.8.4. Supervise and prepare Performance Agreements and reports as designated

4.9. Budgeting

- 4.9.1. Prepares ICT budget for the CU

4.10. Operations

- 4.10.1. Provide support to the Emergency Operations as required
- 4.11. Participate in disaster response activities of the agency, as may be required
- 4.12. Participate in Management meetings of the CU.
- 4.13. Perform any other duties as may be directed from time to time by the Deputy Executive Director

5. CONDITIONS

- 5.1. General administrative office accommodation provided
- 5.2. Position may require periods of travel to CDEMA Participating States as well as other destinations.
- 5.3. Institutional support provided through documented rules and regulations general policy guidelines and through access to available relevant information, resources and facilities
- 5.4. Subject to general service conditions applicable to established staff members of the Agency
- 5.5. Access to all available relevant information and resources for effective discharge of duties
- 5.6. Required to maintain current knowledge of the responsibilities of other agencies and organization with disaster management responsibilities

6. **EVALUATION CRITERIA**

- 6.1. Demonstrated technical, administrative and human management skills
- 6.2. Timely completion of assignments and reports and the ability to meet deadlines
- 6.3. Technical accuracy and general quality of reports
- 6.4. Knowledge and understanding of and the effective application of the Agency's policies and objectives
- 6.5. Communication effectiveness