



**Job Vacancy**  
**IT Manager**

<b>Job Title:</b>	<b>IT Manager</b>
<b>Organization profile</b>	<p><b>Welthungerhilfe</b> Welthungerhilfe is a non-profit making, non-denominational, and politically independent organization founded in 1962.</p> <p>Welthungerhilfe has been in Liberia since 2003 with a focus on Agriculture/ Inclusive Food Systems and Nutrition Security, Infrastructure, Health System Strengthening and WASH.</p>
<b>Duration</b>	Six Month with possibility of extension depending on performance and availability of funds.
<b>Location:</b>	Monrovia, with frequent travel to field offices to project sites
<b>Objective of the Position:</b>	This position will develop systems to enhance operational efficiency and ensure the functioning and security of Welthungerhilfe’s information technology components and systems.
<b>Responsible to:</b>	County Director
<b>Responsible for:</b>	IT Officer and IT Assistant
<b>Duties and Responsibilities:</b>	<p><b>Duties and Responsibilities</b></p> <ol style="list-style-type: none"> <li>1. Monitor and periodically review the IT infrastructure and ensure adherence to WHH standards and IT policies.</li> <li>2. Ensure that staff are trained in relevant policies, trouble shooting, and enforce compliance with policies and standards.</li> <li>3. Ensure proper and timely consolidation of data at programme level on all data and information systems based on the use of Office 365.</li> <li>4. Monitor the ICT HelpDesk and respond to tickets within agreed SLA. Identify the nature of incidents, requests, problems and determine appropriate action, priority and escalate if necessary.</li> <li>5. Support the Head of HR in the management of staff accounts in line with WHH policies.</li> <li>6. Support the management and documentation of WHH assets.</li> <li>7. In cooperation with the Head of Logistics, Procurement and Security, support vendor management, risk management, performance</li> </ol>

	<p>evaluation, contract negotiation, and vendor selection for IT related goods and services.</p> <ol style="list-style-type: none"> <li>8. As the focal point for Data Protection, support incident management, function as an internal point of information and advice, and identify and mitigate risks associated with data protection.</li> <li>9. Collaborate with key stakeholders to review and develop supporting processes for service delivery such as Service Level Agreements, Service Catalogue, Incident Management, Request Management, Problem Management, Change Management.</li> <li>10. Monitor and report on the performance of IT staff.</li> <li>11. Ensuring that negotiated service levels are maintained by scheduled monitoring.</li> </ol> <p>To take on other duties that may be assigned by the Country Director</p>
<b>Education</b>	Bachelor’s Degree in Information Technology (IT)
<b>Professional Experience</b>	A minimum of 5 years professional experience in Information Technology /Data Security, preferable working with INGO/NGO or USAID
<b>Language Skills</b>	Excellent spoken and written English.
<b>Personal Skills</b>	<ol style="list-style-type: none"> <li>1. Highly proactive and able to work independently.</li> <li>2. Excellent written communication skills, demonstrating the ability to document procedures and guidelines with clarity and accuracy.</li> <li>3. Strong inter-personal and group/team skills, problem-solving and judgement skills.</li> <li>4. Strong systems thinking and analytical approaches to problem solving.</li> <li>5. Very good presentation and listening skills.</li> <li>6. Maintain a high-performance standard with attention to detail.</li> <li>7. Ability to plan, prioritize, coordinate, and perform multiple tasks simultaneously.</li> </ol>
<b>Application Process</b>	<p>Welthungerhilfe is an equal opportunities employer. Qualified females are encouraged to apply.</p> <p>Please send electronic copies of a motivation letter, CV, scanned copies of all academic papers and contact details of 2 professional referees/former line manager to the below email with the subject.</p> <p><b>“IT Manager- 2411” to <a href="mailto:Recruitment.Liberia@welthungerhilfe.de">Recruitment.Liberia@welthungerhilfe.de</a></b></p>
<b>Application Deadline</b>	May 24, 2024