



## JOB PROFILE

JOB TITLE	INFORMATION & TECHNOLOGY OFFICER
INSTITUTION	GIABA
GRADE	P3/P4
ANNUAL SALARY	UA43,414.62 (USD68,499.59) – UA 50,354.45 (USD79,449.26)
DIRECTORATE	DIRECTORATE OF ADMINISTRATION AND FINANCE
LINE SUPERVISOR	DIRECTOR OF ADMINISTRATION AND FINANCE
SUPERVISING	IT ASSISTANT
DURATION	PERMANENT
DUTY STATION	DAKAR, SENEGAL

### ROLE OVERVIEW

Under the supervision of the Director of Administration and Finance, the incumbent shall be responsible for managing the GIABA website, the local network, the Internet and Intranet servers (web, e-mail, DNS, firewall...)

### ROLE AND RESPONSABILITIES

- Responsible for the daily technical maintenance of the website, the implementation of GIABA's standards in terms of design, ensure compatibility of the web pages with the navigators, ensure the quality control of third-party contents, and maintain and develop web applications.
- Ensure documentation of best web practices and the writing of HTML/ASP pages, PHP code with various commentary parameters.
- Ensure that the website is user-friendly and allow the communication team to update all its contents regularly.
- Provide advice on the renovation and maintenance of the intranet.
- Responsible for server configuration and regulation of communication parameters to enhance efficiency.
- Ensure that the servers and navigators are configured in such a way that GIABA website is visible to many users.
- Configure and optimize web and mail servers (Intranet and Internet).
- Be responsible for GIABA infrastructure virtualization.
- Be responsible for IT security.
- Ensure the availability of the Internet at the Organization level.
- Manage IT issues during conference and official events hosted by GIABA.(Online and meeting)

### ACADEMIC QUALIFICATIONS AND EXPERIENCES

- Bachelor's degree (or equivalent) in computer science, computer engineering, business systems analysis & design, information systems management or any related ICT field from a recognized university.
- 5 years progressively responsible experience in planning, web design, development, implementation and maintenance of information and communication technologies.
- good knowledge of ECOWAS ICT infrastructure and its strategy as it relates to user area(s);

- Knowledge of all aspects of the design, development, management, implementation, and maintenance of complex web projects using web content management systems and technologies.
- Knowledge of relevant high-level web programming languages (PHP, ASP, ASP.NET, HTML, CSS, etc.) and programming skills, including structured/object-oriented design, relational systems (MS-SQL/MySQL), web platforms (Linux/Apache/Windows), scripting (JavaScript, jQuery, Perl, Linux shell scripts) and query languages.
- Knowledge of SAP technical and functional aspect.

**AGE: The minimum age for recruitment is 24 and the maximum age is 50.**

#### **ECOWAS KEY COMPETENCIES**

- ability to persuade/influence others to consider a certain point of view, adopt a new idea or implement new methods and practices.
- ability to lead a team of trainees/junior staff and instill a spirit of teamwork to engage employees and achieve a well-defined set of activities.
- ability to respect chain of command in an appropriate manner.
- ability to resolve challenges that occur with minimal direction and/or to recommend and explain solutions or alternatives for approval.
- ability to utilize the Code of Ethics to manage self, others, information, and resources.
- ability to mentor others and create feedback loops with supervisors, colleagues, and the subordinates to build strong working relationships and improve performance.
- contribute to maintaining organizational unit's performance goals and standards.
- interpersonal skills with ability to keep a client informed of progress or setbacks in projects of relevance to timeline, quality, and quantity.
- ability to proactively interact with clients and build strong trusting relationships based on mutual respect and regular discussions.
- ability to establish and sustain professional credibility with clients/stakeholders in a manner that anticipates their need, mitigates issues and that carefully balances professional obligations with the need to be sensitive and responsive to their needs.
- ability to counsel, advise, consult, and guide others on matters pertaining to assigned client service responsibilities and established client service standards.
- demonstrate respect for cultural differences, fairness, and ability to relate well with people from varied backgrounds, nationality, gender, ethnicity, race, and religion.
- understanding of diverse cultural views especially within West Africa, with sensitivity to group differences; ability to challenge bias and to practice tolerance and empathy.
- ability to listen actively, consider people's concerns and apply judgement, tact, and diplomacy.
- ability to work in a diverse and inclusive interactive environment that benefits from diverse strengths.
- ability and responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.
- ability to encourage, empower, and advocate for people in an unbiased and transparent manner.
- knowledge of ECOWAS institutions, sectors, programs, and policies.
- knowledge of ECOWAS internal operational requirements of programs, projects, services, and systems required to achieve work assignments and meet performance goals.
- knowledge of rules and procedures of ECOWAS associated assigned responsibilities and ability to explain these clearly to others.

- knowledge of the ECOWAS culture, structures and performance issues and priorities impacting assigned responsibilities.
- knowledge of member states development trends, indicators, challenges, and opportunities as it relates to project/program assigned to own position.
- ability to study data/information from a variety of sources, identify anomalies, trends and issues, present findings, and make recommendations.
- ability to break down problems or processes into key parts to identify and solve gaps in service, quality assurance, compliance, and performance targets.
- knowledge of and ability to apply techniques to generate creative ideas and new approaches to meeting goals.
- ability to use evidence and research to inform policies and programs and identify relevant and appropriate sources of information, including stakeholders, regional institutions and/or internal committees.
- demonstrate operational computer proficiency using appropriate tools.
- ability to make sound use of graphics and tables to effectively present numerical data to write semi-complex technical reports/proposals and edit/check templates, letters, etc.
- ability to convey information clearly and concisely in a succinct and organized manner through both writing and verbal means,
- exhibit interpersonal skills, make presentations, express opinions, and debate ideas with others in a constructive manner.
- proficiency in information communication technologies (ICT).
- Fluency in oral and written expressions in one of the ECOWAS official languages of the Community (English, French & Portuguese). Knowledge of an additional one will be an added advantage.
- ability to develop, implement an individual action plan for achieving specific work goals.
- identify, organize, and monitor tasks throughout to facilitate execution.
- ability to contribute and/or lead on projects as per accepted project management standards and techniques, to co-ordinate contributions by others to set and meet deadlines.
- ability to organize work, set priorities, and work within timelines, giving attention to details, stakeholders, indicators, and risks.
- ability to identify, collect and assess indicators to monitor performance and to take proactive remedial action as required.