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**WWF-Bhutan**

**Job Opening**

**Job Title:** ICT Officer

**Job Family:** Field Officer

**Reports to:** Operations Director

World Wildlife Fund (WWF), one of the world’s leading conservation organizations, seeks an ICT Officer at the WWF-Bhutan. We are looking to hire a passionate, creative, and dedicated professional, always willing to push the boundaries, a great team player and overall, a good human being, who understands and appreciates the value of leading by example.

We are driven by the **WWF Core Values**:

***COURAGE :*** We demonstrate courage through our actions, we work for change where it’s needed, and we inspire people and institutions to tackle the greatest threats to nature and the future of the planet, which is our home.

*I****NTEGRITY******:*** We live the principles we call on others to meet. We act with integrity, accountability, and transparency, and we rely on facts and science to guide us and to ensure that we learn and evolve.

***RESPECT :*** We honor the voices and knowledge of people and communities that we serve, and we work to secure their rights to a sustainable future.

***COLLABORATION :*** We deliver impact at the scale of the challenges we face through the power of collective action and innovation.

1. **MAIN FUNCTION**

Under the supervision of the Operations Director, the ICT Officer provides ICT services, implements ICT management systems and strategies, provides daily technical support to users of information management tools and technology infrastructure.

The ICT Officer works in close collaboration with the Program and Operations teams, and also in collaboration with HQ expertise to resolve complex ICT related issues.

1. **KEY RESPONSIBILITIES:**
2. **Plan, develop and implementation of ICT strategies and introduction/implementation of new technologies, focusing on achievement of the following results:**

* In coordination with Operations Director and IT experts at WWF US, develop ICT strategies in compliancewith existing technology standards, guidelines and procedures and Strategic Plan to improve business efficiency and effectiveness.
* Participation in development and implementation of ICT annual plan and Standard Operating Procedures in ICT services.
* Plan, design, develop and launch effective information systems and operation systems in support of core organizational functions.
* Conduct research and development of new approaches to data base design and analytic methods.
* Formulate new or revise existing systems.

1. **Ensures effective functioning of the hardware and software packages, focusing on the achievement of the following results:**

* Effective functioning (installation, operation and maintenance) of all hardware equipment and acquisition of hardware supplies.
* Performance of specific technical functions, including changing of hardware electronic components (disks, memories, network wiring, power sources, etc.) and routine repairs.
* Installation of commercial and in-house developed software and related upgrades, anti-virus programs on a timely basis.

1. **Ensures efficient networks administration, focusing on achievement of the following results:**

* Monitoring of the network connection on a daily basis to ensure a stable and responsive network environment;
* Protecting data, software, and hardware by coordinating, planning, and implementing network security measures such as the filters/firewalls on the interface facing the internal/external network of the organization.
* Provide Cyber Security Risk Assessment/ System Security Audits;
* Trouble-shooting and monitoring of network problems. Ensure that the laptop/desktop and network resources are protected from malicious virus attacks and deploy countermeasures in the event of the attacks.
* Response to user needs and questions regarding network access.
* Maintenance of up-to-date parameters of information for the network clients and electronic mail.
* Implementation of backup and restoration procedures for local drives. Maintenance of backup logs. Organization of off-site storage of backups.
* Maintenance of measures in place for business continuity and disaster recover processes and procedures including backup and restoration of both server and local storage facilities.

1. **Provides web management services, focusing on achievement of the following results:**

* Support to the maintenance and Trouble-shooting the websites and Intranet.
* Design creative, cost effective solutions for websites, publications, charts, newsletters, etc.
* Provide alternative designs and information on techniques of production, project specifications, graphic content, and media requirements.
* Maintain, modify and update existing website. Keep website current, determine sources and compile information for updates and inputs.

1. **Provides administrative and technical support, focusing on achievement of the following results:**

* Provision of advice on and assistance in procurement of new ICT equipment for the office, provision of technical specifications and information on best options in both local and international markets, review of quotations and bids.
* Maintenance of an up-to-date inventory of the software and hardware.
* Maintenance of a library of ICT related reference materials.
* Maintenance of the inventory and stock of supplies and spare parts in cooperation with the Administration and Procurement.
* Provision of ICT support to key events, sch as workshop, seminar, meetings etc.

1. **Ensures facilitation of knowledge building and knowledge sharing, focusing on achievement of the following results:**

* Identification and promotion of different systems and applications for optimal content management, knowledge management and sharing, information provision.
* Participation in the organization of training on ICT issues.
* Synthesis of lessons learned and best practices in ICT.
* Sound contributions to knowledge networks and communities of practice.
* Any task assigned by the supervisor.

1. **WORKING RELATIONSHIPS:**

**Internal** : The ICT Officer will have to work closely with WWF staff on a daily basis.

**External** : Maintain close interaction with all staff and relevant colleagues of the WWF network, and with entities associated with WWF Bhutan’s work within and outside the Government, including conservation partners.

1. **MINIMUM QUALIFICATIONS AND WORK EXPERIENCE**

***Qualification***: Minimum Bachelor’s Degree in Computer Science/IT or in relevant field.

***Experience***: At least 6 years of relevant work experience.

***Skills and Abilities***

* Fluency in English and Dzongkha (written and spoken)
* Should be able to work independently with minimum supervision and guidance from supervisors.
* Exceptional interpersonal and relationship-building competencies coupled with strong written and verbal communication skills.
* Proven experience managing teams.
* Ability to work effectively and under pressure on a variety of simultaneous complex initiatives and issues.
* Committed to building and strengthening a culture of inclusion within and across teams.
* **Self-management and Emotional Intelligence:** Stay composed and positive even in difficult moments, handle tense situations with diplomacy and tact, and have a consistent behavior towards others.
* **Conflict Management:** Surface conflicts and address them proactively acknowledging different feelings and views and directing energy towards a mutually acceptable solution.
* This position requires attention to detail, the ability to keep accurate financial records and the ability to effectively priorities and work accurately under time constraints.
* Committed to building and strengthening a culture of inclusion within and across teams.
* Identifies and aligns with WWF’s core values: Courage, Integrity, Respect, and Collaboration:
  + Demonstrates courage by speaking up even when it is difficult, or unpopular.
  + Builds trust with colleagues by acting with integrity, owning mistakes, and holding oneself accountable.
  + Welcomes other points of view and ideas, recognizing and embracing different and contrary perspectives with kindness, curiosity, and encouragement.
  + Makes conscious efforts to promote cooperative practices, behaviors, and ways of working across many groups and individuals.

*All queries regarding the position may be directed to the HR, WWF Bhutan at telephone nos. 02-323316/323528 or by email to* [*hr@wwfbhutan.org.bt*](mailto:hr@wwfbhutan.org.bt)