



GENERIC JOB PROFILE

1. POST

Job Title:	Information, Communications and Technology Officer
Grade:	P2
Section:	ICT
Duty Station:	Field Missions

2. JOB PURPOSE

To assist in the planning and delivery of communications and information systems, including the design, installation, operation and maintenance of mission-wide communications, telephony, radio and data systems.

3. MAIN DUTIES AND RESPONSIBILITIES

Within delegated authority, the ICT Officer is responsible for the following duties. *(These duties are generic, and may not be performed by all ICT Officers.)*

- Participates in preparing user requirements and other technical specifications.
- Assists in the design, development and installation of information systems.
- Installs and programs VHF/HF handsets and base radio.
- Installs ICT facilities such as VSAT, Microwave, Router, PABX telephony and switches
- Undertakes analysis of well-defined modules within the system, develops enhancements and new features to existing systems; may design and implement systems as needed.
- Undertakes rigorous testing of applications software.
- Maintains assigned portions of systems, providing operational support for system's applications, analyzing and implementing system changes/upgrades, etc.
- Ensures data security and integrity.
- Participates in developing disaster recovery plans.
- Prepares, updates and maintains system's documentation and related technical/procedural manuals.
- Assists in procurements, including conducting needs assessments and benchmarks, preparing technical specifications and evaluation criteria.
- Assists in the set-up and monitoring of software performance measures.

- Drafts training materials and conducts training sessions and demonstrations of systems for users.
- Participates with senior staff in assessing and testing new technology.
- Performs other related duties as required.

4. REQUIRED COMPETENCIES

Professionalism

Knowledge of systems analysis and design techniques, testing, debugging, and documentation standards, database design, storage and internal systems. Demonstrates professional competence and mastery of subject matter. Is conscientious and efficient in meeting commitments, observing deadlines and achieving results. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

Communication

Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.

Planning& Organizing

Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

Stakeholder Engagement

Considers all those to whom services are provided to be “stakeholders” and seeks to see things from stakeholders’ point of view; establishes and maintains productive partnerships with stakeholders by gaining their trust and respect; identifies stakeholders’ needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the stakeholders’ environment to keep informed and anticipate problems; keeps stakeholders informed of progress or setbacks in projects; meets timeline for delivery of products or services to stakeholder.

5. Education:

A first-level university degree in computer science, information systems, mathematics, statistics, electronic engineering, telecommunications or related field

6. Experience:

A minimum of three years of progressively responsible experience in the planning, design, development, implementation and maintenance of communication, telephone, radio and data systems or related area.

7. Language:

Fluency in one of the official languages of the African Union

8. GENDER MAINSTREAMING

The AU Commission is an equal opportunity employer and qualified women are strongly encouraged to apply.