## Senior Information Technology Officer, Full-time, Four (4) years Contract

The Commonwealth Telecommunications Organisation (CTO) is the oldest and largest Commonwealth intergovernmental organisation in the field of information and communication technologies. Although our history is traced back to 1901 with the establishment of the Pacific Cable Board, the organisation has only existed in its present form as an intergovernmental treaty organisation since 1967. With a diverse membership spanning developed and developing countries, small island developing states, the private sector and civil society, the CTO aims to become a trusted partner for sustainable development for all through ICTs.

## The Senior IT Officer position is within the Department of Human Resources and Administration at the CTO. In that role, you will be expected to provide a wide range of support to all staff both on-site and remotely. The holder of position will be responsible for monitoring and maintaining the organisation web services, databases, IT systems and networks for the organisation. Part of the task will involve installing and configuring IT systems, diagnosing hardware and software faults; and resolving technical and applications problems, either over the phone or in person, on site.

## Applications are open to candidates with extensive work experience and have a sound knowledge of all aspects of office-based I, a willingness to take on new challenges, and the confidence and communications skills to deal both with colleagues of all levels of seniority and external service providers.

**REQUIRED QUALIFICATION AND SKILLS**

* University degree or equivalent experience in a similar role.
* Excellent server management skills
* Excellent database knowledge and management skills
* Web design skills, including Javascript, HTML/CSS, PHP, MySQL
* Good written and verbal communication and interpersonal skills
* Proven ability to prioritise workload and to meet tight deadlines
* Ability to multi-task and work independently as well as in a team
* Attention to detail and highly resourceful
* Ability to maintain a high degree of responsibility, discretion and confidentiality
* Proficient in MS Office applications (Word, Excel, and Powerpoint)
* Experience at an international or regional organisation is preferred

Starting salary will range from £26,008 p.a. to £30,425 p.a. depending on the qualifications and experiences

**Benefits**

Benefits include 25 days holiday per year, contributory pension scheme, travel season ticket loan, ample support for training and development, a performance-based annual bonus, gym membership, work flexibility and a great working environment.

**Application procedure**

You must be a national of a **CTO Full Member Country**.

To apply, please download and complete the **application form** and send, along with your CV and covering letter to [recruitment@cto.int](mailto:recruitment@cto.int)

**Closing Date: 23 April 2019**

Due to the volume of applications that the CTO receives, we will contact only those who are short-listed or invited to attend an interview. If you do not hear from us within 3 weeks of the closing date, you may assume that your application has not been successful on this occasion.

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| |  | | --- | | JOB TITLE: Senior Information Technology Officer DEPARTMENT: HR & Admin Section | | 1. **DEPARTMENT & JOB PURPOSE**   The Human Resource and Administration Department of the CTO plays a central role in the organisation. Among others, the department ensures that the necessary IT equipment and services are available to the CTO. It is the responsibility of the post holder to find creative and optimum IT support. Being an international organisation, with an extensive membership base, IT plays a key role in staff and stakeholder engagement. | | **2. WORKING RELATIONSHIPS:**  **Reporting to:** Manager, Technical Support & Consultancy (40%), Deputy Manager, Membership and Communications (40%) and Deputy Manager, HR and Administration (20%)  **Posts that this job manages: None**  **Other key relationships:** | | **3. HOURS OF WORK AND LOCATION**  **Hours of work:** 40 hours per week including one unpaid hour for lunch each day.  *Note: The incumbent shall work such additional time beyond the contractual minimum as may reasonably be required to fulfil the organisation’s work requirements. Staff Handbook #2.5.*  Location: 64-66 Glenthorne Road London, W6 0LR | | * + - 1. MAIN RESPONSIBILITIES: (by function)   Responsible and accountable for all aspects of organisational IT provisioning, to support the CTO in all aspects of IT including implementing and maintaining office IT network (server, PC, laptops etc), maintenance of the telecommunications network, maintenance and support of computer hardware and software, web and other IT related matters including e-Learning platform and e-Content platform. Specific duties include:   1. Development and management of the CTO website and undertaking all aspects of the site management including content uploading/editing, day-to-day site maintenance and managing 3rd party content; 2. Designing web content including banners, buttons, pages and mini-sites within the site; 3. Liaising with the hosting agent and ensuring minimum down time and access from anywhere in the world; 4. Improving the site using feedback from staff, users and associates; 5. Act as the first line of contact between 3rd party vendors including web developers to maintain the website and databases and implement any agreed changes; 6. Developing and maintaining integrated databases for the organization and optimizing them 7. Provide support and maintenance for the database(s); 8. Install, monitor and maintain the computers, server(s), networks and software for the purposes of the organisation; 9. Install and maintain software as required; 10. Maintain the CTO’s Customer Relationships Management (CRM) system; 11. Provide technical IT support on e-learning platform for the CTO; 12. Provide technical and IT support on e-content platform; 13. Provide general IT support to the organization;   Install, monitor and maintain the telecommunications infrastructure of the CTO. |  |  | | --- | | * + - 1. **OTHER**   Undertake Member relations in the capacity of a Membership Account Manager for selected members as may be decided by the Secretary-General; Undertake any other duties in his/her specialty that may be assigned by the Secretary-General | | * + - 1. **KEY DELIVERABLES**   1. Properly developed and maintained web site;   2. Undertaking regular updates and improvements to the web site, taking into consideration comments from staff members;  1. Assist in the identification, purchasing and installation of appropriate software and hardware; 2. Developing and maintaining an integrated database for the organisation; 3. Providing support in dealing with service providers and vendors of software, equipment and services; | |