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| **Position Title:** | IT MANAGER |
| **Position Number:** | 7004 |
| **Reports To:** | Associate Director, Operations |
| **Project Worksite:** | Central Office, with visits to field sites |

**About PREVAIL:**

PREVAIL, or the Partnership for Research on Vaccines and Infectious Diseases in Liberia, is a clinical research partnership between the U.S. Department of Health and Human Services and the Liberian Ministry of Health

**Summary of Position:**

The successful IT Manager must have knowledge of Server configuration/management, virtualization, computer software/hardware, Database System, Web content management system, network security and computer hardware as well as variety of internet applications and operating systems. The ideal candidate should have Good organizational and excellent problem-solving skills. The goal is to build and maintain an effective and efficient network and computer systems to optimize the use of technology within PREVAIL.

**Description of Responsibilities:**

* Lead the local IT Team in the planning, implementation and management of PREVAIL Data Center (Servers, Databases, web applications), WAN, LAN structured (new site microwave, PoE, Routers, switches and bridges deployment) expansion projects.
* Work with NIH/LEIDOS/University of Minnesota Data management and IT team in establishing PREVAIL Data Center.
* Create Business Continuity/Disaster Recovery plan for PREVAIL network
* Serve as focal point during windows, Linux Ubuntu, Samba server installation, statistical, databases configuration and administration. Ensuring server best practices (DHCP, DNS, GP) desktop computers, printers, SNMP data scanners, switches, phones, software deployment, security updates and patches, as well as Data center, WAN, LANs, network segments and Internet systems
* Visit project sites, specifically supporting the technology aspect as a means to ensure smooth performances.
* Partially work with LEIDOS Finale inventory management alongside inventory officer, Procurement Officer in managing the ICT inventory and supplies, as well as the deployment of equipment.
* Configure, deploy and Manage PREVAIL SIP IP phones and video conferencing infrastructure (voice, video and data integration) across main office and sites.
* Supervise project Helpdesk team by setting priorities, defining schedules and providing support/direction on operational procedures and troubleshooting techniques, as well as training on new hardware and/or software applications
* Serve as Liberia IT focal point of IT project implementations, as well as manage the daily operations of IT Officer and site IT Assistants.
* Gathering and analyzing helpdesk workload/performance and identify trends in reported service requests.
* Monitor daily operations of the servers (Applications, Databases, financial) users and password creation, Systematic update and user's profile and home directories creation.
* Create user's corporate email account and designate IT Officer and Assistants with front end implementation.
* Perform tasks related to equipment replacement, software installation, PCs roll-out and deployment, monitoring of PCs, as well as received, logged and resolved service requests with minimum delay.
* Proficiently assist with the implementation of new and emerging technologies for voice and data integration, inclusive of the configuration and deployment of switches, Polycom IP Phone and Cisco wireless devices
* Liaise with technical staff to ensured PCs rollout and deployment, as well as technical training for peers and end-users
* Lead in the execution of Information Communications Technology duties in the Country Office, oversee the effective provision of services and the implementation of ICT management systems and strategies.
* Liaise closely with Operations team and HQ in resolving complex ICT related issues in ways that improve Business Process.
* Provide administrative support and ensured optimal use and support of the Country Office's Business Applications, such as QuickBooks.
* Review and advise management on the use of new technologies that improved the WAN/LAN Infrastructure
* Ensure compliance with corporate information management and technology standards, guidelines and procedures for the Country Office technology environment, in addition to effective functioning
* Supervise the Country Office's, inclusive of systems administration, FTTH and Network routers, switches maintenance and configuration
* Liaise with local suppliers in soliciting and procuring requisite ICT equipment
* Provide ICT and administrative support services to the project, inclusive of daily technical support to users and partners on the use of a wide range ICT products
* Offers all lines of helpdesk and network systems support, responded to telephone and email support requests to both in-house and remote members of staff
* Support L&PD in the use of computer equipment by providing necessary training and advice; utilizing excellent communication skills
* Maintain library of reference materials; maintained network equipment and communication links, inclusive of the microwave, Cisco switches troubleshooting
* Ensure that network connectivity throughout the institution's infrastructure on par with technical considerations
* Other duties as assigned

**Skills**:

* Good organizational skills
* Good understanding of NAS and Cloud Technology
* Good understanding of Database Administration
* Excellent problem-solving skills
* Good prioritization skills and be flexible enough to adapt plans
* Strong leadership and decision-making skills
* Understanding of complex information and requirements
* Ability to explain complex information and technologies in simple terms
* Superior team leadership skills
* Ability to meet tight deadlines and work under pressure
* Ability to delegate activities
* Excellent negotiation skills
* Superior non-verbal, oral and written communication skills.
* Professional development

**Leadership Competencies:**

* Commitment to the Organization, its Mission and Values
* Cultural Sensitivity / Valuing Diversity
* Building and Managing Relationships / Encourages Collaboration
* Performance Management / Promotes Staff Accountability
* Conflict Management / Coaching and Mentoring
* Results Orientation / Commitment to Excellence
* Knowledge Sharing / Continuous Learning

**Qualifications**

* **Education: Bachelor’s** Degree in Computer Science, Information Technology, Business Management or other related fields.
* **Preferred Job-related Experience:** At least ten (10) years of relevant experience in Information Technology with a reputable organization.
* **Additional Eligibility Qualifications: Minimum of three (3) years’ experience managing staff in multiple levels of an organization, both management and individual contributor level staff**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned with or without notice.

*FHI Clinical values the diversity of our workforce. Without limiting the scope of the preceding provision, all persons who work or who seek to work in Liberia are entitled to enjoy and to exercise the rights and protections conferred by the Decent Work Act of 2015 irrespective of:  race, tribe, indigenous group, language, colour, descent, national, social or ethnic extraction or origin, economic status, community or occupation; immigrant or temporary resident status; sex, gender identity or sexual orientation; marital status or family responsibilities; previous, current or future pregnancy or breastfeeding; age; creed, religion or religious belief; political affiliation or opinion, or ideological conviction; physical or mental disability; health status including HIV or AIDS status, whether actual or perceived; irrelevant criminal record, acquittal of a crime or dismissal of a criminal prosecution against them; or personal association with someone possessing or perceived to possess one or more of these attributes.*

**Process to apply for this position:**

**Deliver the application to**:FHI 360 Financial Management Center

16th Street, Payne Avenue, Sinkor

Monrovia, Liberia

202-884-8000

**OR**

**Send an email to:** [LiberiaRecruitment@fhiclinical.com](mailto:LiberiaRecruitment@fhiclinical.com)

**INCLUDE**: Position Title and number, Current CV/Résumé, FHI Clinical Job Application