**Terms of Reference**

***Fixed-Term Employment***

**REF#----------------------------**

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| **GENERAL INFORMATION** | |
| Position: Information and Communication Technology (ICT) Officer | Date: |
| Unit: Administration | Location: Beirut |
| Reports to: Executive Director | Approved by: Executive Director |

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| SUMMARY OF KEY TASKS |
| The ICT Officer is responsible for implementing ICT systems and strategies as well as providing daily technical support to users on hardware, software, online tools, networking, backup, and storage networks. He/she will be in charge of leading the digital transformation project that Masar is embarking on, creating a digital strategy and handling digital programmatic activities and support. |

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| **DUTIES & ESSENTIAL FUNCTIONS** |
| **Technical**   * Administer all internal digital solutions used in Masar including security systems; * Maintain and expand the projects’ database technically and ensure it is continuously updated and backed up; * Lead the implementation of any newly acquired system; * Lead the creation of digital opportunities/ platforms for youth from different Youth Initiatives to meet and share experiences; * Lead the testing/evaluation of any potential new technology; * Manage youth and staff members’ digital capacities building on the use of digital and online tools as needed; * Research, compile, develop, and implement learning pathways of newly adopted technologies; * Support staff members to troubleshoot hardware and software problems as well as to use digital tools; * Manage all websites operated by Masar; * Act as the Focal Point for archiving, digitalization, and the digital transformation at Masar; * Support the creation, set-up, and troubleshooting of staff digital profiles (emails, accesses, etc…); * Support the technical development of Masar’s website and social media platforms. * Deploy, configure, and maintain ICT systems and databases, including networks, servers, and telecommunications. Troubleshoot and address issues to ensure optimal performance. * Configure and maintain applications and user devices. Provide timely and quality service delivery, technical support, and advice to user requests to ensure proper user access to business data and information.   **Administrative**   * Support setting, planning, and implementing Masar’s Standard Operating Procedures (SOPs) related to technology and information system management; * Propose and communicate new ideas for new digital technologies to be adopted by Masar, and which could serve the projects’ process; * Maintain inventory of ICT equipment, hardware, and software and ensure adequate supply and functionality, in collaboration with relevant staff, Provide input to budget for ICT related expenses. * Coordinate relationships with suppliers to facilitate delivery of ICT-related services that meet business requirements and needs. * Act as a member of the Procurement Committee as needed; * Develop terms of reference for the purchase of ICT items, when and as needed; * Continuously check for updated offers in regard to hosting and domain name subscriptions to ensure cost efficiency; * Handle data compilation, reporting, and follow-up in cooperation with Masar’s staff; * Manage access rights and Masar’s accounts related to the office, website, and online tools as per Masar’s Accounts Management List, ensuring continuous renewal as needed; * Support the technical management of the institutional archive in cooperation with the team and asper the Management guidelines.   **General**   * Represent Masar in meetings upon need; * Assist in other related tasks as requested by the Executive Director and Head of Office/ Chief Coordinator. |
| **COMPETENCIES** |
| *Required* |
| * University degree in Computer Science, Information Technology Management, Computer and Communication Engineering or a related field * At least 2 years of relevant experience * Organizational skills |
| *Preferred* |
| * Knowledge of SWAP Accounting Software * Networking certification |
| **WORKING RELATIONS** |
| *Supervisory Responsibility* |
| * None |
| *Internal Relations* |
| * All Masar team |
| *External Relations* |
| * Software vendors * Technology suppliers |
| JOB CONTEXT/ PHYSICAL REQUIREMENTS |
| * Ability to handle pressure and meet tight deadlines * Ability to work with minimal supervision |

##### ACKNOWLEDGMENT FOR RECEIPT OF TERMS OF REFERENCE

I have received a copy of this terms of reference document, and have read, understood, and agreed on its content.

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| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Supervisor’s Name | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date |