

Masar Association Terms of Reference *Fixed-Term Employment*

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

SUMMARY OF KEY TASKS
<p>The ICT Officer is responsible for implementing internet, technology, and communications systems and strategies, providing daily technical support to users on hardware, software, online tools, networking, backup, and storage networks as well as be in charge of leading the digital transformation at Masar. Also, s/he is responsible for enhancing the websites, managing the social media pages, reporting on outreach as per Masar’s Communications and Outreach Strategy, and promoting Masar’s image while upholding its mission, vision, and scope of work. S/he will be responsible for copywriting, and publishing of Masar’s activities. S/he will act as a liaison between the organization, the public, the donors, the partners, the staff, and the media.</p>

DUTIES & ESSENTIAL FUNCTIONS
<p>IT - Technical</p> <ul style="list-style-type: none"> • Administer Microsoft365 (Previously Office365), QNAP (FileServer) and anti-virus program; • Maintain and expand the projects’ database technically and ensure it is continuously updated and backed up; • Create digital opportunities/ platforms for youth from different youth groups and other target groups to meet and share experiences; • Train staff members and beneficiaries (including youth groups) on the use of digital and online tools as needed; • Support staff members to troubleshoot hardware and software problems as well as to use digital tools; • Provide technical support to youth groups; • Troubleshoot and solve problems related to websites operated by Masar; • Research, compile, develop, and implement learning pathways of newly adopted technologies;

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- Act as the Focal Point for archiving and digitalization at Masar, updating the database of various stakeholders, including the media section under the guidance of the Executive Director;
- Code and send MailChimp campaigns when needed;
- Support the creation, set-up, and troubleshooting of staff emails;
- Support the technical development of Masar's website and social media platforms.

Social Media, Communications, and Visibility – Technical

- Participate in the development, implementation, and update of Masar's Communications and Outreach Strategy in line with the organization's overall strategy;
- Organize publications and visibility material and update the association's database;
- Manage and update the content of the association's website and social media platforms, in coordination with the Program Manager, the Projects Officer, and the Executive Director;
- Undertake on-site visits when needed to collect, archive and document the implementation of programs, events, workshops, and activities through photos, videos, audio, and other multimedia formats to be utilized in the production of communication material;
- Maintain records of media coverage and collate analytics and metrics;
- Design presentations and support the production of videos, leaflets, and newsletters;
- Coordinate media and social media campaigns, including those that are outsourced to specialized advertising agencies and/ or production houses;
- Support youth groups in preparing visibility material and provide them with general visibility tips, ensuring that the communication component in the project manual is properly applied.
- Support programmatic branding, visibility, and media coverage in coordination with the Program Manager and Projects Officer and under the supervision of the Executive Director and Head of Office;
- Seek opportunities to enhance the reputation of the organization, and coordinate publicity events as required;
- Coordinate with media outlets (TVs, newspapers, news websites and platforms) to cover key project events;
- Coordinate with donors' Communication's Focal Point for visibility guidelines.

ICT - Administrative

- Support setting, planning, and implementing Masar's Standard Operating Procedures related to technology and information system management;

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- Propose and communicate new ideas for new digital technologies to be adopted by Masar, and which could serve the projects' process;
- Act as a member of the Procurement Committee as needed;
- Develop terms of reference/ specifications for the purchase of ICT items, when and as needed;
- Support the procurement of promotional material;
- Continuously check for updated offers in regard to hosting and domain name subscriptions to ensure cost efficiency;
- Handle all payment deadlines for ICT services (i.e. antivirus, domain, website, etc..)
- Manage Masar's accounts related to visibility and communications as per Masar's Accounts Management List;
- Handle data compilation, reporting, and follow-up in cooperation with Masar's staff;
- Check donor websites and provide technical support to complete due diligence and search and apply for grants, including handling online submissions under the supervision of the Executive Director;
- 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;
- Archive communication material properly for diverse use by the association;
- Support the technical management of the institutional archive in cooperation with the team;
- Support Masar in organizing seminars, workshops, press conferences and high-level meetings and ensure visibility;

General

- Represent Masar in meetings upon need;
- Assist in other related tasks as requested by the Executive Director and Head of Office.

COMPETENCIES

Required

- University degree in Computer Science, Information Technology Management, Computer and Communication Engineering or a related field.
- Proven social media skills.
- At least 3 years of relevant experience.
- Organizational skills.
- Excellent verbal and written communication and interpersonal skills.
- Proficient in Microsoft Office, content management systems, and social media platforms.

Preferred

- Courses in media/ digital media, journalism or related field are considered a plus.
- Knowledge of SWAP Accounting Software.



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<ul style="list-style-type: none"> • Networking certification. • Coding, video editing. • Knowledge of desktop publishing software (InDesign/Photoshop).
WORKING RELATIONS
<i>Supervisory Responsibility</i>
<ul style="list-style-type: none"> • None
<i>Internal Relations</i>
<ul style="list-style-type: none"> • All Masar team
<i>External Relations</i>
<ul style="list-style-type: none"> • Vendors and Suppliers • Donors • Local partners • Media Agencies and Production Houses
JOB CONTEXT/ PHYSICAL REQUIREMENTS
<ul style="list-style-type: none"> • 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.

Name of Contractual Staff

Signature

Date

Supervisor's Name

Signature

Date