

# Information technology technician (100%)

## Humanitarian Quality Assurance Initiative (HQAI)

Location: Geneva, Switzerland

Duration: Permanent contract 80-100%

Start date: 1<sup>st</sup> June 2022

Reporting to: Head of Support Services

### Background

HQAI is an independent auditor for the humanitarian and development sector. The standard we use is the Core Humanitarian Standard (CHS) on Quality and Accountability. HQAI verifies that organisations correctly apply the standard from the head office to the field. HQAI responds to growing demands from NGOs, governments, donors and the public for a professional, objective and independent assurance that organisations supporting vulnerable and at-risk communities act in accordance with the CHS. HQAI is a not-for-profit organisation registered as a Swiss association.

### Working environment

From HQAI Secretariat based in Geneva, a small and dedicated team manages the organisations' activities. The Information Technology technician (IT Technician) will experience a dynamic working environment oriented towards innovation. This job opening is a unique opportunity to be involved in a cutting-edge initiative, learn about quality and accountability and contribute to advance HQAI's impact in the humanitarian and development sector.

### Tasks & Responsibilities

#### Mission:

Be the reference point for all IT related matters of a small agile organisation. Provide technical support at the user level and ensure the optimal running of all systems. Manage and maintain IT infrastructure, contribute to the administration and implementation of IT and digital policies, manage the information management system (IMS) and personal data protection, and steer external service providers.

#### IT infrastructure / hardware / software

- a. Analyse, adapt as necessary and ensure the proper and efficient functioning of IT systems (installation, maintenance and backups);
- b. Ensure the cybersecurity of the IT infrastructure liaise with service providers as needed
- c. Deploy, configure, and maintain up-to-date the workstations of the team (including applications)
- d. Independently solve – or manage third-party resolution – IT issues
- e. Manage stocks and orders of IT materials

- f. Provide expertise and ensure management, upgrade and troubleshooting of existing and future software, in particular Office 365, Calendars, Virus barrier, the FileMaker Pro platform
- g. Train/inform employees on the use of the equipment in place and new tools deployed (face to face, phone support, tutorials)
- h. Ensure regular reporting on IT systems to line manager
- i. Participate in strategic decision making on IT issues in the quality of technical advisor

#### Cloud /Web /E-mail

- a. Deploy, configure, and update the server/Cloud access of the team (50 persons)
- b. Timely and effectively troubleshoot Cloud issues (sinology cloud) as per the need of the organisation
- c. Uphold effective connectivity with website and e-mail servers, and liaise with external service providers

#### Data management & security

- a. Monitor the security of the organisation's IT systems, educate users on computer security and the rules of good practices
- b. Develop/maintain and implement procedures applicable to all those who have access to HQAI IT infrastructure - monitor their implementation
- c. Lead IT projects (e.g. IMS) as technical advisor and liaison between external service provider and HQAI to ensure optimal future functioning
- d. In charge of Filemaker Pro deployment, use and troubleshooting within the team
- e. Act as personal data management focal point for HQAI
- f. Monitor technological and innovative developments in computer systems (new applications)

#### **Professional Requirements**

- a. Degree in computer science or related field;
- b. At least 1 year experience in an equivalent position;
- c. Established experience with the MacIntosh and Windows OSs;
- d. Good Knowledge of the structure and operating systems in both Mac and PC;
- e. Experience with the Microsoft Team platform, Office, Pages, Numbers, database development and management (ideally on the FileMaker platform)
- f. Strong awareness of cybersecurity;
- g. Fluency in English;
- h. Service-oriented and Problem solver;
- i. Innovative, dynamic, independent worker;
- j. Reactivity and attention to detail;
- k. Flexibility and adaptability;

## Application

Interested candidates should submit their application file (in English) by email to: [contact@hqai.org](mailto:contact@hqai.org).

Please email your CV, a cover letter, the names of two references, and mention the job opening title, in the subject line. References will not be contacted before the end of the selection process. Please note that applications from EU and non-EU citizens will only be considered if a copy of a valid Swiss work permit is sent with the application. **Deadline for applications: April 21, 2022.**

Please note that HQAI conducts an additional reference check through the Misconduct Disclosure Scheme (MDS) for all new employees. By applying to this job opening, you formally agree to this reference check. For more information on MDS please check <https://misconduct-disclosure-scheme.org>

Due to the expected high volume of applications, only shortlisted candidates will be contacted. If you don't get any return from HQAI within six weeks after the closing date, please consider that you have not been selected.