**POSITION DESCRIPTION**

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| **Job Title:** | **ICT & Communications Officer** | **Area:** | Finance & Corporate Services |
| **Reports to:** | Finance & Corporate Services Manager | **Last Reviewed:** | July 2020 |
| **Employment term:** | 3 years | **Salary Band:** | Commencing $40,655 |

**Purpose:**

The purpose of this role is to assist the Finance & Corporate Services Manager in the effective management of OCO ICT systems and Communications component. This role is the subject matter expert for all things ICT and Communications related and as such, provides valuable support to the manager and organisation.

**Key Relationships:**

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| **External** | **Internal** |
| * ICT Service Providers
* Communications Service Providers
* Vendors
* Member administrations
 | * Finance & Corporate Services Manager
* Operations Manager
* Other internal staff
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**Key Accountabilities:**

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| **Responsibility** | **Expected Outcomes** |
| **Management & Maintenance of ICT systems** | * Undertake all System Administrator functions of OCO ICT systems
* Management and maintenance of OCO ICT systems to ensure that system downtime is kept to a minimum
* Act as the technical escalation point between the prime user contacts / stakeholders and external vendors / support providers to ensure issues are resolved in a timely manner with minimum disruption to business
* Maintain regular liaison with vendors, service providers, external support organisations, prime user contacts and stakeholders to ensure communication dialog and awareness of issues and developments are maintained to a high level
* Ensure an appropriate archiving strategy is in place for all data
* Manage the physical capacity of databases to ensure they operate within the constraints of the server environment
* Manage all matters relating to backup and restore of data within OCO
* Act as a subject matter expert offering expert advice across the organisation
* Keep the relevant stakeholders informed on the status of all issues and development concerning accountabilities
* Maintain an awareness of any issues that may adversely affect the assigned systems
* Formulate and maintain contingency and disaster recovery documentation in an up-to- date manner
* Plan, perform and manage upgrades and changes following accepted department standards in a professional and timely fashion and produce clear concise information and documentation
* Keep manager apprised of problematic hardware and software issues
* Assist in development and maintenance of all ICT related policy and procedures of the organisation
* Manage the allocation of equipment for events
* Procure all equipment and software requirements of organisation while keeping in line with OCO’s procurement policies.
* Administer, maintain and provide recommendation on appropriate OCO online learning platforms and tools.
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| **Communication** | * Design, recommend and implement a communication and outreach strategy for the OCO Secretariat to include outreach tools, primary communication partners and budget.
* Assist in the development of visual communications products such as PowerPoint presentations, blog posts, brochures and other visual media, including infographics;
* Compile and format Annual reports, newsletters and other publications to a stage where they are print-ready;
* Develop and maintain a strong internet and social media presence for the OCO, including maintaining and updating OCO website content and profiles on social networks with information about activities and events;
* Contribute to the development of multimedia products such as animations, videos and interactive content for websites.
* Keeping an updated media and partners contact list;
* Creating a knowledge repository of communication-related aspects for the organisation;
* Providing research, writing and editing support for all OCO publications;
* Other relevant tasks as deemed necessary by the supervisor.
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| **Data Analytics** | * Design and establish data collection systems to retrieve relevant trade and security related data from OCO members
* Analyse, interpret and present data in visual format that conveys useful insights, is easily understood and actionable e.g. Dashboards
* Develop and implement data dissemination mechanisms to distribute information products to OCO members
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| **ICT Asset Management** | * Keep detailed records regarding IT and computer assets including software assets
* Ensure ICT asset replacement plan is in place and budgeted
* Dispose of redundant equipment, computer hardware and software using economical and environmentally-friendly methods
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| **Other** * Undertake all other duties that may be assigned by the Head of Secretariat or management staff
 | * Additional duties/tasks required are performed conscientiously and in a timely manner
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| **Health and Safety*** Active contribution to the maintenance of a safe and healthy work environment
 | * OCO health and safety policies and procedures are understood and followed
* Identified hazards are efficiently and effectively addressed
* Participation in health and safety audits of work is proactive
* An understanding of emergency and evacuation procedures is demonstrated
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**Organisational Context:**

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| Head of Secretariat | Tier 1 |
| Finance & Corporate Services Manager  | Tier 2 |
| This role | Tier 4 |

**KEY RESULTS AREA:**

The role of the ICT & Communications Officer encompasses the following major functions or key results areas:

* Management & Maintenance of ICT Systems
* Communication
* ICT Asset Management
* Working with the OCO team and Members

This is a position of trust and it is likely you will become aware of sensitive, confidential and private information that must not be disclosed to others – either internally or externally. If material or information is discovered which is inappropriate and contravenes the OCO policies then this should be escalated to your manager immediately.

**Role Complexity:**

* The various projects may need different software and system requirements which must be researched and learned
* Global trends in communication and social media platforms must be kept abreast of to ensure that OCO’s internet and social media presence is maintained
* ICT needs of all stakeholders, including staff and visitors to the OCO Secretariat must be catered for

**Authorities:**

Delegations/Contractual - Initial investigation only – the level of authority to enter into contracts or negotiations on behalf of the organisation

Staff - n/a

Financial - There is no financial authority.

**Person Specification:**

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| **Mandatory** | **Desirable** |
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| **Formal Qualifications** |
| * A tertiary qualification in Information Technology/Computer science degree level or higher
 | * Microsoft certification
* Communication Qualification
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| **Knowledge and Experience** |
| * A minimum of 5 years as a Communication/ICT professional
* Demonstrated high level of proficiency with computer hardware, networks and software
* Demonstrated experience in Media/Communication work
* System administration experience
 | Basic knowledge of Customs automation and processes.Strong Network in Communication and Media Work |
| **Skills** |
| * Ability to install and administer computer hardware, software and networks in a virtualised environment
* Exhibit excellent communication skills, both written and verbal in English
* Computer literacy including at least intermediate level of skill in MS Office Suite
* Self-management skills (organisation and time management)
* Ability to work well within a team
* Good interpersonal skills
* Strong analytical ability including critical ‘outside of box’ thinking
* Skills in establishing and maintaining relationships and partnerships with a wide range of internal and external stakeholders with the view to building strong relationships
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| **Attributes** |
| * Positive attitude with a ‘can do’ enthusiasm
* Trustworthy with strong moral ethics
* Confidence to speak up and be heard
* Common sense, practical and result-focused approach and achievement orientation
* Customer Service commitment
* Confident and able to handle conflict situations and negotiations at various levels
* Willing to go beyond job description boundaries when asked to assist with member issues
* Empathetic to all levels and cultures present in the organisation
* Cultural and gender sensitivity
* Ability to work effectively in a multi-disciplinary, cross-cultural environment
 | * Ability to work laterally and identify innovative solutions
* Strategic, future-facing perspective
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**CHANGE TO JOB DESCRIPTION**

From time to time it may be necessary to consider changes in the job description in response to the changing nature of the work environment - including technological requirements or statutory changes. Such change may be initiated as necessary by OCO. This Job Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

**Approved:**

Head of Secretariat Date

Employee Date