

# HEAD OF INFORMATION AND COMMUNICATIONS TECHNOLOGY

**DUTY STATION:** Sarajevo

**CONTRACT TYPE:** National

**GRADE:** 9

## **PURPOSE AND SCOPE OF THE POSITION**

Under the direct supervision of the Head of the Administrative Management Division, the Head of ICT is responsible for oversight of all ICT activities across the OHR, and for managing the ICT team in Sarajevo HQ.

## **DUTIES AND RESPONSIBILITIES**

1. Provide strategic overview of all ICT activities within OHR, and ensure that the information and communications technology supports the work of the organisation in an effective and efficient way. Where necessary, make recommendations for change to senior management.
2. Manage a team of ICT specialists in Sarajevo; provide mentoring and professional guidance to each team member, and ensure that the team operates in such a way as to provide excellent service to its users (OHR staff across B&H).
3. Ensure that close links are maintained with ICT staff in each OHR Regional Office, making regular visits to these offices and ensuring that regional ICT staff are included in all ICT centralised operations.
4. Manage the ICT capital and revenue budgets.
5. Play an active role in the management of the Administrative Management Division, working closely with the Head of the Division and other section heads.

6. Ensure that the ICT Section adheres to OHR Rules, Regulations and Procedures and regularly review/update the ICT Procedures.

7. Ensure that the following key functions are monitored and maintained as efficiently and cost effectively as possible, and that appropriate statistical data is collected on these functions for monthly management reporting and budget purposes:

- international, intra- and inter office voice communications;
- international, intra- and inter office data/e-mail transfer (by LAN, WAN, Internet);
- internet access to and from OHR main offices;
- email- and file servers;
- user support function ('Help-Desk');
- user training and data security awareness;
- data security, including: data backup, encryption where required, fire-walls etc.;
- countrywide (BiH) radio communications UHF, microwave WAN links, UHF high-speed data networks, satellite telephone communications.

8. Maintain cooperative and collaborative contacts with the following parties:

- other International Organizations in Bosnia;
- national and international telecommunication operators;
- industry sources of ICT know-how;

- Internet Service Providers (ISP);
- contractors providing ICT services to OHR;
- governmental telecommunication agencies (e.g. Ministries) and (inter)governmental and international bodies (e.g. SFOR, IMC);
- vendors of ICT products.

9. Organise – in coordination with the General Services Section – proper asset control of all ICT equipment that is handled by the ICT section, including write-off and disposal where applicable.

## **PROFESSIONAL REQUIREMENTS AND QUALIFICATIONS**

- At least eight years of relevant work experience in a similar setting;
- Strong leadership skills, and at least 3 years of people management experience;
- Ability to relate to a wide variety of staff, both national and international, in a confident and customer-friendly way;
- Excellent command of spoken and written English;
- Good interpersonal skills;
- Previous experience with the international community highly desirable;
- Good team player, with the ability to work in a dynamic and pressurized environment;
- Secondary education; university degree desirable.

Anyone meeting these requirements who wishes to be considered for the position should submit (in English) a CV and one page cover letter with references to:

**Personnel Department**

**Office of the High Representative  
Emerika Bluma 1, 71 000 Sarajevo  
Bosnia and Herzegovina**

**Fax: ++387 33 283 771**

**E-mail: [application@ohr.int](mailto:application@ohr.int)**

**Please quote Reference No. 2003/054**

**Closing date for applications: 17 March 2003**