INTERNATIONAL DELEGATE REGISTER

JOB PROFILE

Title: **ICT Delegate Pool**

Duration: Open ended – depending on operational needs

Working Location: International - various

BACKGROUND INFORMATION

The Irish Red Cross Society (IRC) is part of the world's largest independent humanitarian network, the International Red Cross and Red Crescent Movement. The IRC is committed to and bound by, its Fundamental Principles of Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality. The vision of the Irish Red Cross is to be a leading humanitarian organisation, providing impartial services and support to vulnerable communities both at home and abroad. Our mission is to identify and deliver humanitarian assistance to those who are most in need.

Irish Red Cross is setting up an International delegate register and is seeking technical specialists who are ready and available to undertake both short and long-term assignments in support of the International Red Cross and Red Crescent's Movement humanitarian aid operations. By joining our International delegate register you can be deployed world-wide where necessary.

Please note this is an application process to join our ICT delegate register, not for a specific ICT position.

Irish Red Cross delegates are typically seconded to the International Federation of Red Cross and Red Crescent Societies (IFRC) or the International Committee of the Red Cross (ICRC). Delegates are also recruited from outside the register on a job-by-job basis. You can find our International open positions [here](#).

Professionals living in Ireland and those living abroad who have a strong connection to Ireland can apply for the Irish Red Cross register. Only applicates who have the required skillset, as well as the general minimum requirements will be admitted to the register.

We are currently seeking candidates with strong expertise in information technology, this includes monitoring the situation of ICT installations and, in consultation with the respective management, take appropriate measures to guarantee that ICT set-ups function properly and policies and procedures are respected.

They install, maintain, exploit and adapt existing large ICT infrastructure and material independently. They also carry out intermittent tests on ICT equipment, hardware and software networks and other devices in order to ensure optimal performance and standard configuration. Lastly, they contribute to training or raising awareness of end-users on ICT issues.

ROLE RESPONSIBLILTIES

Due to the nature of emergency response operations, this role profile is an outline of the likely responsibilities applicable to a ICT delegate deployed in a coordinated operation.

ICT coordinators manage and organize all matters related to ICT systems and services in the country or countries of assignment. They lead ICT activities and services in medium to large-scale operations in line with the ICRC's global ICT strategy. They manage and lead the ICT support team. ICT engineers specialized in wireless and satellite communication play a key role in enabling the ICRC to help the victims of armed conflict. Mastery of simple and complex technology, from high-frequency radio to data transmission by satellite, from stand-alone computers and applications to large-network and information services, is essential to the success of humanitarian operations and the safety of staff in the field.

PROFILE REQUIREMENTS

- At least 3 years of professional experience in IT service operation management.
- At least 2 years of confirmed experience in people management.
- Knowledge of wireless technologies is mandatory.
- Project Management Certification (PRINCE2 or equivalent) is an asset.
- Cybersecurity knowledge and experience is an asset.
- Strongly motivated by humanitarian work, empathic and open-minded.
- Strong interest in ICT Operations Management and capacity to run a team with an interest in diversity and inclusion.
- Excellent ability to work in a team and under pressure in a potentially dangerous environment.
- Strongly motivated by humanitarian work
- Open-minded and adaptable
- Responsible and well-organized
- Very interested in ICT operations management

Education	Required	Preferred
A Master of Science, Engineering degree or equivalent professional experience in electronics, computer science, telecommunications or any related field	x	
A ICT Management certification (ITIL) A certification in project management is an asset A systems and network certification (CCNA, Windows Server, …) Microsoft Certification (MCSA level)		x
Basic Delegates Training Course, IMPACT or equivalent knowledge ⬚ Logistics ERU training		x

Experience	Required	Preferred
Minimum 12 months of international experience	x	
At least 3 years professional experience	x	
Experience ideally in the humanitarian field.		x

Languages	Required	Preferred
Fluently spoken and written English	x	
Good command of another official language (French, Spanish , Portuguese or Arabic)		x

APPLICATION PROCESS

To apply for this role, please forward a copy of your CV, together with a cover letter setting out how you meet the essential and desirable criteria for this role to: Liz McMahon at

lmcmahon@redcross.ie

Your email should contain MHPSS DELEGATE in the subject line.

The closing date for applications is **29 March 2024.** Shortlisting for interview will be on the basis of the essential and desirable criteria for this role.