The International Committee of the Red Cross (ICRC) is an impartial, neutral and independent organization whose exclusively humanitarian mission is to protect the lives and dignity of victims of armed conflict and other situations of violence and to provide them with assistance. The ICRC also endeavors to prevent suffering by promoting and strengthening humanitarian law and universal humanitarian principles. Established in 1863, the ICRC is at the origin of the Geneva Conventions and the International Red Cross and Red Crescent Movement. Please visit www.icrc.org for more information.

Vacancy Notice

The ICRC Regional Delegation in Bangkok seeks to fill the following position:

ICT Regional Services Manager
Full-time (100%)

Main Duties and Responsibilities:

The ICT Regional Services Manager is in charge of managing specific regional services like WAN, Infrastructure Monitoring etc. as per established procedures and guidelines.

1. Regional Monitoring Services Management (RM)

- Sets and executes the Monitoring of the critical ICT Infrastructure and Services in the Region using the standardized tools and scope agreed within the ICT Monitoring service definition.
- Measures and establishes baselines and does a follow-up of critical parameters in the infrastructure to act proactively and avoid incidents, contributing to business continuity.
- Takes care that the monitoring tools used are the standard ones agreed with the Monitoring Platform and FD Management and are updated, properly functioning, configured and adapted to the regional needs as allowed by the platform.
- Effectively establishes an early warning system to escalate incidents or alerts to the concerned ICT Specialists or to the Global Service Desk for further escalation.
- Reports the incidents and statistics, follows up the tickets, monitoring and change management.

2. WAN Regional Services Management (WRSM)

- Manage ICRC WAN service, RUN and Organic growth
- Act as focal point between the region, Global Service Providers (OBS, Open Systems etc.) and HQ ICT on ICRC WAN related issues.
- In coordination with ICT Head of Region, supports region sites and field ICT staff on organizational / technical matters related to WAN.
- Understand the technical, procedural and contractual details of the CONNECT (Triplex) project and keep updated with respect to its technical and administrative developments and to react appropriately
- Upon necessity assist region ICT Staff with installations and troubleshooting
- Escalate specific technical issues to Global Service Provider or ICRC Global Support Services
- Keep regional WAN related documentation updated.
- Analyse the service quality in coordination with site responsible and suggestion solution in order to improve the service quality.
- Participate / lead service reviews with Global Service Provider and analyse SLA breeches and penalty refunds.
- Ensure that connectivity monitoring tools are functional and configured according to the defined needs and mastering them.

3. Reporting

- Keeps the supervisor(s) informed on ongoing and critical issues.
- Prepares on request for ICT operational meetings, presentations of the RSM status in the Region.
- Generates and distributes weekly, monthly, annual, ad-hoc or on demand reports as per established templates and guidelines.
Qualifications and Skills:

- Professional University degree in a field of Information and Communication Technologies.
- At least 4-5 years' work experience in a similar function in ICT (monitoring and connectivity).
- Excellent command of written and spoken English (minimum to equivalent B2 CEFR level). Good level of understanding of French is an asset.
- Very good written and oral communication skills.
- Capacity to work independently.
- Good analytical, planning and organizational skills.
- Formal Official training on Microsoft Systems Operation and Windows Server Infrastructure
- Formal Official training on Cisco Switching and Routing (CCNA or CCNP). Certification is an asset.
- Proven advanced knowledge of Excel for analysis and reporting.
- Proved experience on exploitation of Network Management Systems (NMS)
- Formal training on IT Service Management (ITIL) is an asset.

We offer a rewarding and enriching work in a humanitarian and international environment, and also:

- Dynamic and challenging work environment in the humanitarian international set-up
- Attractive package depending on qualifications

Qualified applicants are requested to submit their comprehensive CV and letter of motivation in English, as well as salary expectations, by email only to: ban_recruitment_services@icrc.org (specify position name at your email title)
Attn: Human Resources Department

Deadline for applications: 5 May 2019

Kindly note that only short-listed candidates will be invited for the interview