



## **International Cocoa Initiative (ICI)**

### **Job description**

#### **IT Manager**

Based in ICI's Geneva Secretariat (80% - 100%)

The International Cocoa Initiative (ICI) is a Swiss non-profit foundation that works to ensure a better future for children in cocoa-growing communities. It is a multi-stakeholder initiative that unites the forces of the cocoa and chocolate industry, civil society, farming communities, governments, international organizations and donors to promote human rights, and to tackle child labour in the cocoa supply chain.

ICI is hiring for an outstanding IT Manager to join its Secretariat based in Geneva, Switzerland. Under the supervision of the Director of Finance and Support Services, the IT Manager will be responsible for ICI's IT operations, including network infrastructure, hardware, systems and applications, and software, for our headquarters in Switzerland and country offices in Cote d'Ivoire and Ghana. He/she will manage external consultants who are responsible for the IT infrastructure and system administration as well as application development. He/she will be a key business partner to other functional departments, helping them to identify and implement IT solutions to meet organization needs.

#### **Key responsibilities**

- Lead the implementation of new IT systems and tools in line with the organization's needs. Current projects include development of a mobile data collection application, and implementation of tools for internal communication and document sharing (SharePoint, OneDrive or other).
- Manage the outsourced service provider who is responsible for ICI's network administration, IT infrastructure, and data security
- Manage other external consultants who are responsible for application development and systems implementation, also supporting their identification and any related tendering processes
- Responsible for the development and implementation of annual IT roadmaps, and coordinate the development of an IT strategy to support ICI's 2021-26 organization strategy
- Establish, monitor and report on IT KPIs
- Develop and implement IT policies
- Ensure that adequate measures for data protection and data encryption are in place and operating effectively
- Coordinate periodic cybersecurity audits done by external firms, and ensure implementation of any corrective actions identified
- Develop and deliver periodic cybersecurity training and awareness materials to staff
- In collaboration with the outsourced service provider, ensure the business continuity plan and disaster recovery plan are implemented and operating effectively
- Assess and purchase new and replacement IT hardware for the Geneva office, and advise country offices on the same
- Manage IT software licenses, including maintaining updated records of all licenses and handling centralized user administration



- Technical (indirect) supervision of IT staff in ICI's country offices, guiding the development of annual IT roadmaps and supervising their implementation, and ensuring effective communication between the IT teams, external consultants and users. Provide direction and motivation for IT team members, and support the development of their technical skills. Support the recruitment and onboarding of IT staff as necessary.
- Any other relevant tasks as assigned

## Requirements

### Education and experience

- 8-10 years of experience in information technology and systems
- Bachelor's degree or equivalent qualification in information technology, computer science, engineering or management
- Detailed knowledge of industry best practices and up-to-date on emerging IT trends
- 2-3 years team management experience, including leading remote teams
- Project management experience, including planning and monitoring deliverables from developers in line with planned outputs
- NGO experience would be an advantage

### Skills and competencies

- Good knowledge of Microsoft product ecosystem, Windows, Office365
- Experience with MS Teams and SharePoint would be a strong advantage
- Experience with application development, including PHP, Java and Javascript programming languages. Knowledge about Linux, Apache, PostgreSQL and AWS environment would be an advantage.
- Familiarity with GitHub, Gantt Chart, Trello and other project management tools
- Project management certification (PMP, CAPM or other) would be a strong advantage
- Demonstrated ability to successfully supervise external IT consultants
- Ability to clearly communicate technical IT concepts in simple and accessible language to non-specialists, as well as to listen to user needs and translate these into technical requirements
- Demonstrated service orientation and very strong interpersonal skills
- Initiative and ability to work independently
- Flexibility and adaptability
- Strong interpersonal and teamwork skills, including in multi-cultural settings
- Fluent in English and French
- Ability to travel to country offices periodically (subject to COVID-related restrictions)

**NB:** ICI has **zero-tolerance** for all forms of child neglect, abuse (sexual, physical, emotional, and psychological) and exploitation (sexual and commercial).

ICI commits to put the best interest of the child first, and at the centre of its work, irrespective of a child's ability, ethnicity, faith, gender, sexuality and culture.



ICI recognizes its responsibility to ensure and to promote a safe and secure environment for children. To effectively manage risks to children, ICI requires the commitment, support and cooperation of all staff, associates, partners, suppliers, service-providers and visitors. By applying at ICI, you automatically agree to the above term and uphold the principles described herein.

**Only candidates with the possibility of acquiring a work permit for Switzerland should apply.**

**Please send applications in English (including a cover letter and your updated CV) to [hr@cocoainitiative.org](mailto:hr@cocoainitiative.org)**

**Only those candidates who match the above requirements and who have been selected for interview will be contacted.**

**Closing date for applications: Friday, 10 September 2021**