



JOB TITLE	PROFESSIONAL OFFICER FOR INFORMATION AND COMMUNICATION TECHNOLOGY AND DOCUMENTATION
INSTITUTION	WEST AFRICAN HEALTH ORGANIZATION
GRADE	P4
ANNUAL SALARY IN US DOLLARS	44 965,64/52 379,70
NUMBER OF POSITIONS	1
DIRECTORATE	ADMINISTRATION AND FINANCE
DIVISION	ADMINISTRATION AND HUMAN RESOURCE
LINE SUPERVISOR	PRINCIPAL PROFESSIONAL OFFICER FOR ADMINISTRATION AND HUMAN RESOURCE
SUPERVISING	WEBMASTER AND NETWORK ADMINISTRATOR PROFESSIONAL OFFICER FOR DOCUMENTATION AND ARCHIVES

JOB OVERVIEW

Under the supervision of the Senior Professional in charge of Administration and Human Resources, the incumbent is responsible for the design, implementation and management of the Organization's Digital Strategy and Information System. He/she supervises technological infrastructures, IT security and the management of digital projects in line with the institution's strategic objectives. He supervises a team including the Webmaster and the Documentation and Archives Officer.

He/She will oversee WAHO's Data Protection Strategy. He/She will work closely with colleagues in the IT, legal and operational departments to ensure compliance with current regulations.

ROLES AND RESPONSIBILITIES

- Define and implement the strategic orientations of ICT and Documentation in line with the Organization's objectives.
- Oversee the management, maintenance and development of IT systems and networks.
- Ensure data security and compliance with current standards and regulations.
- Ensure the end-to-end management of IT projects, right from specifications to go-live.
- Provide technical expertise on IT solution specifications and compliance.
- Ensure the harmonization and compatibility of the Organization's IT infrastructure and equipment in accordance with ECOWAS procedures.
- Supervise the installation and configuration of hardware and software.
- Maintain a hardware and software database.
- Manage the organization's software, including the ECOLINK/SAP system and any other subsystem.
- Monitor the technical assistance provided to users in troubleshooting IT problems.
- Ensure that escalated incidents are dealt with in a timely manner
- Develop and regularly update a database of new IT trends, suppliers and other IT sources.
- Ensure the development and implementation of the WAHO Disaster Recovery/Continuity Plan.



- Organize training sessions for users of new IT solutions.
- Ensure compliance with RGPD and other applicable regulations.
- Act as the main contact point with supervisory authorities regarding data protection.
- Monitor and adapt data protection policies in line with legal developments.
- Provide advice and guidance to Senior Management and members of staff regarding data protection obligations.
- Conduct investigations and proffer response to data breaches in collaboration with IT and legal teams.
- Develop and maintain a data security incident response plan.
- Report significant data breaches to Management and affected individuals in accordance with legal requirements.
- Assess information system compliance with regulations and internal policies.
- Cooperate with internal and external auditors and regulators during compliance audits.
- Perform any other official duties as may be assigned by Management.

REQUIRED QUALIFICATIONS, WORK EXPERIENCE AND COMPETENCIES

Qualifications :

- A bachelor's degree (or equivalent) in computer science, computer engineering, business systems analysis and design, information systems management or any other ICT-related field, from a recognized university.
- A master's degree in one of the above fields is an added advantage.

Work Experience :

- At least seven (7) years' professional experience in progressively higher positions in the planning, design, development, implementation and maintenance of information and communication technologies.
- Strong skills in quantitative and qualitative data collection and management ;
- A good knowledge of the data analysis process, visualization and data management practices ;
- A good command of existing information management systems, systems program management and maintenance ;
- Demonstrated skills, abilities and capacity to lead the development, review and dissemination of ICT policies and standards. ;
- A good knowledge of the Information and Communication Technology (ICT) Strategy in relation to the area(s) of use.

ECOWAS KEY COMPETENCIES

P4-02-01**LEADERSHIP**

- Ability to get groups to work together in a cooperatively by encouraging the active participation of everyone, creating a climate of trust, mutual respect and openness, and



applying effective group facilitation techniques, know how to explore their potential, motivate and guide them.

- Ability to organize and lead a multi-departmental work group to develop innovative solutions to problems, or be able to lead a small group of entry-level professionals and administrative support staff.
- Ability to respect the chain of command appropriately.
- Ability to develop on-the-job training techniques, combined with excellent coaching and mentoring skills; possess a good knowledge of new approaches to staff orientation to facilitate understanding of the position and the organization.
- Ability to assign tasks to collaborators and provide consistent and timely feedback on their effectiveness and technical skills.
- Ability to represent the institution effectively before third parties.

P4-03-01**CLIENT SERVICE ORIENTATION**

- Ability to assess the impact of a change in programmatic direction on the needs of internal and external stakeholders.
- Ability to promote and take into account feedback from staff in order to streamline processes and meet important deadlines to meet customer expectations;
- Ability to maintain composure at all times and stay focused on objectives in high-pressure situations;
- Develop problem-solving, mediation and conflict management skills to deal with discrepancies, complaints, bottlenecks and time constraints that affect the quality and quantity of services offered to clients ;
- Ability to anticipate clients' growing needs and expectations in order to continuously improve quality, deadlines and service delivery, and to respond promptly to questions from client directorates.
- Ability to communicate openly with clients, keeping them informed of progress and issues requiring attention or resolution.

P4-04-01**MULTICULTURAL SENSITIVITY AND ADVOCACY**

- Ability to implement programmatic changes while ensuring an inclusive work environment and applying new rules and regulations equitably.
- Experience and ability to adhere to policies, objectives and principles of valuing diversity in the execution of daily tasks and responsibilities; embody or promote exemplary behaviors of tolerance and understanding towards different cultures;
- Ability to demonstrate objectivity in conflict management, regardless of cultural, point of view or gender differences, and encourage other staff members to overcome cultural and gender prejudices.
- Ability to create added value by leveraging the varied skills and contributions of diverse



cultures, staff and clients;

- Ability to take gender issues into consideration and ensure equitable participation of men and women in all areas of professional life.
- Ability to work in a diverse and inclusive interactive environment that builds on each other's strengths, federating innovative practice.
- Ability to research best practices for making relevant organizational decisions on diversity management, ensuring that project and program activities identify areas of vulnerability and incorporate systemic control mechanisms.

P4-05-01**KNOWLEDGE OF ECOWAS**

- Have a thorough knowledge of ECOWAS institutions and the relations between the various bodies, particularly with regard to the programs or professional sectors relevant to this position;
- In-depth knowledge of policy and program development methods within an international organization, as well as project management skills.
- Have a sound knowledge of the rules, processes and procedures of an international organization, relevant to the tasks related to the position.
- Have a thorough knowledge of development trends, indicators, challenges and opportunities in member states as they relate to projects or programs relevant to this position.

P4-06-01**ANALYTICAL AND CRITICAL THINKING**

- Be creative and flexible in moving away from traditional methods when developing new procedures, processes and tools, using technology to simplify methods and approaches wherever possible;
- Ability to review current procedures and make recommendations for a more efficient and streamlined process;
- Ability to gather and synthesize information to anticipate stakeholder views on a new policy or programs; Have excellent analytical skills to assess external policies and trends when reviewing policy and program options, taking into account the pros and cons as well as recommendations;
- Ability to synthesize complex information from a variety of external and internal sources and communicate it logically to other entities;
- Be able to use the appropriate methodology to uncover or identify policy issues and resource concerns.

P4-07-01**COMMUNICATION**

- Ability to integrate and communicate the latest developments in the field of specialty using the guidelines and criteria of the Institution or agency.



- Ability to develop interpersonal, negotiation, networking and presentation skills, with a proven ability to influence, explain complex information and demonstrate empathy and open-mindedness.
- Demonstrate operational competence in the use of computers for communication using technological tools.
- Be able to convey information in a clear, concise, succinct and organized manner, both orally and in writing.
- Demonstrate active listening skills to encourage better communication between team members, show concern to make them feel valued, and engage staff in all institutions and agencies.
- Proficiency in information communication technologies (ICT).
- Have a good command (oral and written) of any of the official ECOWAS languages: English, French and Portuguese. Working knowledge of any of the other two languages would be an asset.

P4-08-01

PLANNING AND IMPLEMENTATION

- Have a sound knowledge of internal planning cycles and be able to contribute to the development and implementation of community or institutional policies by identifying the target audience, building coalitions with appropriate populations and monitoring progress.
- Ability to take into account external circumstances, factors and trends when organizing project activities to ensure the best possible results.
- Ability to analyze process results, correspondence, reports and policy documents to develop feasible action plans.
- Ability to hold meetings with staff, stakeholders, colleagues and others to assess the needs of the organization's programs and/or projects, adjusting plans and activities accordingly.
- Ability to adapt project plans based on feedback from staff and stakeholders, and/or develop and implement guidelines, tools and templates to integrate new or revised programs and services.

General Conditions**Citizenship**

Applicants must be citizens of an ECOWAS Member State.

Age Limit

They must not be more than 45 years of age at the time of recruitment.

Duty Station

WAHO is in process of relocation from its current location in Burkina Faso. the post will be located in an ECOWAS country to which WAHO relocate.