

JOB DESCRIPTION	
Department: Support Service	
Position: ICT Manager	<u>Reporting to:</u> Head of IT <u>Number of direct reports:</u> 1-2
Duration: Open ended	
Current Job Grade: D	

Purpose of the position

ICT team is in charge of the management of all IT infrastructure, IT environment for business operations and information security across MSF Japan in those lifecycle from planning, implementation, to maintenance to effectively support MSF Japan to achieves its strategic objectives. ICT team also plays a key role in data protection across MSF Japan to be properly compliant with related laws and to meet internal and external expectation.

Under the direction of Director of Support Service and Head of IT, ICT Manager leads and manages ICT team by properly delegating tasks to his/her staff members and directly taking hands-on roles with collaboration with other IT members.

Objectives

- ICT Manager ensures planning, designing, implementing and maintaining stable, secure and optimal IT environment and information security measures to provide adequate services and to minimize risks with long term and holistic perspective by managing ICT team and external vendors including MSF Shared IT Service.
- With Head of IT, ICT Manager leads and manages MSF Japan office wide Data Protection activities to properly compliant with Japanese law and GDPR.
- ICT Manager engages in IT strategy development and contributes for its implementation as the best expert of IT infrastructure, information security, and data protection.

Requirements of the position

Based in Tokyo and occasional international travel up to 10% of work

Main Responsibilities

1. IT infrastructure, client environments and IT technical information security measures
 - Along with MSF Japan strategy, develop and execute mid- and long-term ICT technical strategy by overseeing the landscape of IT infrastructure and by taking into account external technology trend and change of environment.
 - Play hands-on role or delegate daily or project tasks to ICT officer(s). Tasks include planning, designing, implementing and maintaining stable, secure, optimal IT infrastructure and client environments (servers, network, storage, firewall, client devices, mobile devices, cloud services, website and business applications etc.).
 - Make sure IT technical measures on all IT environment for MSF Japan’s business continuity and information security to mitigate organizational risks.
 - Own rules of ICT environment and IT solution usage and risk mitigation measures for MSF Japan staff and deploy them

- Manage IT implementation or renewal projects within planned timeline and budget, by coordinating stakeholders, vendors to ensure the implementation with good quality with meeting requirements.
 - Expand capacity, improve quality of services and enhance cost efficiency by utilizing and managing outsource IT vendors including the maximum usage of MSF Shared IT Service.
 - Be responsible for management of IT asset hardware and software through proper procurement, replacement and disposal.
 - Manage knowledge and records through documentation or logs with utilization of relevant tools and processes.
 - As delegated by Head of IT, represent MSF Japan IT in MSF movement IT platform or movement wide project in related topics.
2. Data Protection and IT information security implementation
- Under the direction by Head of IT, executes, manages and facilitates MSF Japan office wide data protection processes.
 - Create proposal of development, modification or adjustment of rules, guidelines, processes and documents of data protection and information security according to related regulation such as Japanese personal information protection act and GDPR as well as MSF worldwide rules. And then, obtain buy-in/approval from stakeholders and Leadership Team
 - Support and facilitate internal clients to modify their business processes which dealing with personal information and any other form of confidential information.
 - Respond to requests for consultation from internal clients regarding data protection and information security measures including evaluation and proposal of appropriate IT solutions for safe handling of confidential data including personal data according to business needs.
 - Plan and implement education and training of information security for all MSF Japan staff.
 - Manage and monitoring outsource vendors' contracts and processes dealing with personal information or confidential information.
 - Be a main contact for MSF worldwide data protection committee/office
3. Daily Technical Support
- Oversee and manage IT helpdesk services including orientation to new staff or visitors, troubleshooting and technical support
 - Ensure continuous Improvement of services and processes.
 - Make sure to provide technical assistance and troubleshooting to internal clients by properly prioritizing requests from them.
4. Team management and staff development
- Under the direction of Head of IT, set ICT team's objectives.
 - Manage and support ICT (Sr.) officers to properly assign and delegate daily tasks and major projects, monitor progress and staff condition, and evaluate their performance
 - Support learning and development of ICT (Sr.) officers.
 - Under the direction by Head of IT, propose plan of actions and financial + human resources necessary. Then, execute the budget by monitoring and reporting to Head of IT on a timely manner

Qualifications and requirements
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Essential

- Genuine interest in and commitment to the humanitarian principles of MSF
- Minimum 2 years of team and people management experience.
- Strong experience in planning, designing, installation and configuration of network and servers with advanced knowledge of network administration (TCP / IP, Router, Firewall, DNS, Wireless, etc.)
- Advanced skill of server maintenance and messaging infrastructure (Server, OS, Middle Ware, Virtualization, Appliance, Clod platform etc.).
- Knowledge and experiences of data protection and information security implementation
- Experience in leading and taking ownership of the development and implementation of internal rules and guidelines in terms of IT environment, information security and data protection.
- Experience working as system administrator and asset/facility management.
- Good understanding of business law and legal/compliance for information security.
- Vendor management skills including contracting.
- Project management experience involving internal clients and external vendors.
- Strong as well as friendly communication, interpersonal and presentation skills both toward non IT people and toward IT people.
- Ability to organize own and team tasks/works within given timeframe under pressure
- Self-starter with proactiveness
- Fluency in Japanese and English in speaking, reading, listening and writing. (n.b. more than 20% of internal clients in MSF Japan office are English speakers)

Desirable

- Experience of IT system planning and budgeting in non IT companies
- Experience of administrative task of Office 365 and Azure.
- Experience of managing infrastructure of website which open to public and dealing with personal data.
- Experience IT helpdesk management or IT helpdesk work.

Special Notes:

This Job Description is only a summary of the typical functions of this position and not an exhaustive or comprehensive list of all possible job responsibilities and duties. Accordingly, the responsibilities and duties of the jobholder might differ from those outlined in this Job Description and the other duties, as assigned, might be part of the job due to the organizational and operational needs.

APPLICATION

If you are interested in this position, please send your motivation letter and CV, with your ID picture if possible, both in English and in Japanese, to:

hqhr-recruitment@tokyo.msf.org

Application Deadline: Selection process will start immediately. We will close the opening as soon as we find the best candidate.

Only short-listed applicants will be contacted.