Position Name:	Employment Regime:	Post Category for Contracted:
Head of CIS	Seconded/Contracted	EXPERT LEVEL
Ref. number:	**Location:**	**Availability:**
IAS 50**	Baghdad	TBC**
Component:	**Security Clearance Level:**	**Open to Contributing Third States:**
Mission HQ/Mission Support Department/CIS Unit	EU SECRET	No

1. **Reporting Line:**

   The Head of CIS reports to the Head of Mission Support Department

2. **Main Tasks and Responsibilities:**
   - To lead, direct and manage the work and staff of the CIS Office;
   - To advise the Head of Mission Support on the development and implementation of CIS strategy, and on CIS operational matters affecting the Mission;
   - To set the overall direction for technology for the Mission through strategic planning and developing multi-year work plans for the CIS Department in alignment with organisational technology needs;
   - To establish and monitor the CIS departmental budget to maintain operational capabilities and ensure a continuing evolution of technology implementation;
   - To establish and maintain strategic service provider partnerships to provide best-in-class services to the Mission, and optimize costs of services through a mix of internal and external resources;
   - To coordinate all information technology activities and services, including Service Management Services, Information Systems Services, Systems Administration Services, Network Services, Regional Support Services, and Communications in the Mission; •
   - To ensure the implementation and monitoring of information systems security measures to safeguard the Mission's critical data and systems from cyber threats;
   - To manage contracts and vendor relations with regard to outsourced and procured goods and services, including hardware and software, network connectivity services, satellite communication services, internet services, telephony services, and expert consultancies and external support services;
   - To identify, manage and report the risks arising from the specific processes/systems/projects implemented under his/her responsibility;
   - To undertake any other related tasks as requested by the Line Manager(s).

3. **General Tasks and Responsibilities:**

N/A

4. **Essential Qualifications and Experience:**

   - Successful completion of university studies of at least 4 years attested by a diploma OR a qualification in the National Qualifications Framework which is equivalent to level 7 in the European Qualifications Framework OR a qualification of the second cycle under the framework of qualifications of the European Higher Education Area, e.g. Master's Degree. The qualification should be in any of the fields of Information Technology, Computer Science, Communications, Engineering or other related field; AND •
   - A minimum of 7 years of relevant professional experience, after having fulfilled the education requirements, out of which a minimum of 3 years of progressive experience in the coordination of complex, large scale information and communication technology implementation and operations.

5. **Desirable Qualifications and Experience:**

- Experience in managing diverse technical teams of national and international specialists, e.g. communications, information systems, and information technology;
- Certified training in industry best practices for IT service management (e.g. ITIL), IT governance (e.g. COBIT), and project management (PRINCE2, PMP);
- Master's Degree in management, business administration or other related subjects, or international/national certificate/diploma in management/leadership.

6. **Essential Knowledge, Skills and Abilities:**

- Extensive knowledge of current technologies for information systems, networking systems, and communication systems; and industry best practices in IT strategy and governance, including in radio and satellite communication technology solutions;
- Leadership skills to lead teams and develop solutions, and to adapt new and emerging technologies to solve business and operational needs;
- Ability to establish/review priorities, to plan and to exercise control;
- Ability to mentor and motivate staff;

7. **Desirable Knowledge, Skills and Abilities:**

- Extensive knowledge of organisational technology needs and solutions, with proven ability to communicate to end-users as well as IT and communications specialists;