

International Federation of Red Cross and Red Crescent Societies Position Description – Emergency Response Unit

POSITION TITLE: Computer Technician - Telecommunications and Information Technology ERU
REPORTING TO: Telecommunications ERU Teamleader
PURPOSE: The Telecommunications ERU Delegate will be responsible for the installation and maintenance of telecommunication and information technology systems provided by the Emergency response Unit (ERU) in support of Federation emergency operations.

DUTIES Applicable to All

1. Work towards the achievement of Federation goals in the country/region of operation through effective managerial and lateral relations and teamwork
2. Ensure understanding of roles, responsibilities, lateral relationships and accountabilities
3. Perform other work related duties and responsibilities that may be assigned by the supervisor.

Specific Duties, Responsibilities and accountabilities

These are the duties and accountabilities applicable to the ERU team members, within the ERU deployed in a Federation coordinated operation, and are complimentary to the specific tasks elaborated in the ERU Deployment Order / Terms of Reference.

Standard Operating Procedures for Emergency response Units as agreed to by the deploying National Society apply

1. To undertake professional duties under direction of the ERU Team leader
2. To analyse the needs for the installation of telecommunications equipment, taking into account existing systems and applications
3. To install and ensure the effective functioning of computer equipment.
4. To maintain and repair computer equipment, and provide user training and support as required.
5. To liaise with other Emergency Response Unit teams and facilitate the network connectivity and use of their telecommunication systems
6. To provide regular reports of activities for the Team Leader
7. To liaise with other telecommunications delegates, ICRC, international, government and non-government organisations, collaborate with them where appropriate and ensure the authorisation of official radio frequencies
8. To work closely with the staff of the National Society, and support capacity building through training and skills building as appropriate

LATERAL RELATIONSHIPS

1. Establish and ensure effective working relationships with the other ERUs and Red Cross partners.
2. Ensure effective working relationships with National Society counterparts and leadership.
3. Ensure effective working relationships with technical and service departments at regional and Geneva Secretariat level.

Person specification	Required	Preferred
General		
In good mental & physical health	x	
Qualifications		
Basic Delegates Training Course or equivalent knowledge	x	
ERU – telecommunications technical training	x	
Professional qualification in computer technology, including hardware and software applications systems	x	
Experience		
Experience of managing & supporting staff		x
Experience of working for the Red Cross/Red Crescent		x
Experience of working for a humanitarian aid organisation in a developing country		x
3 years experience of installing, maintaining, repairing and using current satellite communication, VHF, HF, e-mail & computer systems	x	
Experience of writing narrative & financial reports and proposals	x	
Skills		
Excellent computer skills (Windows, spreadsheets, wordprocessing, databases and other programmes); computer hardware maintenance & repair	x	
Valid international driving licence (manual gears)	x	
Languages English Functional Plus Berlitz level 5	x	
Skills in training and developing staff	x	
Core competencies - a high degree of competence in		
Commitment to the International Red Cross & Red Crescent Movement; integrity & personal conduct; sensitivity to diversity; flexibility & adaptability; results and solution focused; accountability; national society relationship skills; teamwork; communication skills; resilience; knowledge sharing; and, technical mastery.	x	
Management competencies * - a high degree of competence in		
Management of strategy; management of change; leadership; planning; management of budgets; management of resources; monitoring; supervision and control; reporting; networking; management of self; management of others; forming vision and direction; organisation building; and, representation.		X

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POSITION TITLE: Team Leader - Telecommunications ERU
REPORTING TO: Head of Delegation / FACT Team Leader For technical issues, the ERU Teamleader will report to the Federation Telecommunications Delegate and/or Head of Telecommunications at the Secretariat.
PURPOSE: The Telecommunications ERU Team Leader will be responsible for the management of telecommunication and information technology systems provided by the Emergency response Unit (ERU) in support of Federation emergency operations.

DUTIES Applicable to All

1. Work towards the achievement of Federation goals in the country/region of operation through effective managerial and lateral relations and teamwork
2. Ensure understanding of roles, responsibilities, lateral relationships and accountabilities
3. Perform other work related duties and responsibilities that may be assigned by the supervisor.

Specific Duties, Responsibilities and accountabilities

These are the duties and accountabilities applicable to the ERU Team leader, within the ERU deployed in a Federation coordinated operation, and are complimentary to the specific tasks elaborated in the ERU Deployment Order / Terms of Reference.

Standard Operating Procedures for Emergency response Units as agreed to by the deploying National Society apply.

To lead and manage the Telecommunications and Information Technology ERU team and the local personnel in order to achieve the objectives of the ERU during the timeframe of the deployment.

2. To coordinate the activities of the ERU with other ERUs, the Federation Delegation and / or FACT and / or Regional response teams and the host National Society.
3. To implement ERU activities according to the Standard Operating Procedures.
4. To participate in and represent the ERU members at the Federation coordination meetings, as well as liaise with local government authorities, including the relevant Ministry, and international and non-governmental operating agencies and the ICRC; collaborate with them where appropriate and ensure the authorisation of official radio frequencies.
5. To ensure that all activities comply with national standards and ensure a high standard of technical competency.
6. To analyse the needs for the installation of telecommunications and computer equipment, taking into account existing systems and applications
7. To coordinate the correct installation and effective functioning of telecommunications (radio, satellite, email) and computer equipment.
8. To supervise the operation of the telecommunications network.
9. To provide regular and timely operational reports as per Standard Operating Procedures to the Federation Delegation/FACT, ERU National Society and Federation Secretariat (Telecommunications department and ERU Officer). This should include all operational data and relevant statistics.
10. To be responsible for the financial management of the ERU and any related donor requirements as directed by the deploying National Society
11. To negotiate the integration of the ERU into the delegation on behalf of the deploying ERU National Society.

12. To support the capacity building of the host National Society, including developing the skills and / or provision of training of local staff and volunteers where possible.
13. To ensure that all ERU team members comply with relevant Federation policies, including the Code of Conduct for Staff.
14. To ensure that security guidelines are understood, implemented and enforced.
15. To plan an effective phase-out of the ERU and prepare for Handover according to the Standard Operating Procedures.

LATERAL RELATIONSHIPS

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Person specification	Required	Preferred
General		
In good mental & physical health	x	
Qualifications		
Basic Delegates Training Course or equivalent knowledge	x	
ERU – telecommunications technical training	x	
Federation Field Team Leader Workshop	x	
Professional qualification in telecommunications, specialising in VHF, HF and data transmission systems	x	
Experience		
Experience of managing & supporting staff		x
Experience of working for the Red Cross/Red Crescent		x
Experience of working for a humanitarian aid organisation in a developing country	x	
3 years experience of installing, maintaining, repairing and using current satellite communication, VHF, HF, e-mail & computer systems	x	
Experience of writing narrative & financial reports and proposals	x	
Skills		
Excellent computer skills (Windows, spreadsheets, word processing, databases and other programmes); computer hardware maintenance & repair	x	
Valid international driving licence (manual gears)	x	
Languages English Functional Plus Berlitz level 5	x	
Skills in training and developing staff	x	
Core competencies - a high degree of competence in		
Commitment to the International Red Cross & Red Crescent Movement; integrity & personal conduct; sensitivity to diversity; flexibility & adaptability; results and solution focused; accountability; national society relationship skills; teamwork; communication skills; resilience; knowledge sharing; and, technical mastery.	x	
Management competencies * - a high degree of competence in		

Management of strategy; management of change; leadership; planning; management of budgets; management of resources; monitoring; supervision and control; reporting; networking; management of self; management of others; forming vision and direction; organisation building; and, representation.	x	

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POSITION TITLE: Telecommunications Technician - Telecommunications and Information Technology ERU
REPORTING TO: Telecommunications ERU Teamleader
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ERU – telecommunications technical training	x	
Professional qualification in telecommunications, specialising in VHF, HF and data transmission systems	x	
Experience		
Experience of managing & supporting staff		x
Experience of working for the Red Cross/Red Crescent		x
Experience of working for a humanitarian aid organisation in a developing country		x
3 years experience of installing, maintaining, repairing and using current satellite communication, VHF, HF, e-mail & computer systems	x	
Experience of writing narrative & financial reports and proposals	x	
Skills		
Excellent computer skills (Windows, spreadsheets, wordprocessing, databases and other programmes); computer hardware maintenance & repair	x	
Valid international driving licence (manual gears)	x	
Languages English Functional Plus Berlitz level 5	x	
Skills in training and developing staff	x	
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Management of strategy; management of change; leadership; planning; management of budgets; management of resources; monitoring; supervision and control; reporting; networking; management of self; management of others; forming vision and direction; organisation building; and, representation.		X