ICT Project Manager, Systems
(One year fixed-term contract)

Founded in 1988, the International AIDS Society (IAS) is the world's largest association of HIV professionals, with members from more than 180 countries. IAS members work on all fronts of the global response to AIDS, and include researchers, clinicians, policy and programme planners and public health and community practitioners on the frontlines of the epidemic.

The IAS organizes the world's two most prestigious HIV conferences, each convened biennially in alternating years. The International AIDS Conference is the largest conference on any global health or development issue, and provides a unique forum for the intersection of science and advocacy. The IAS Conference on HIV Science brings together a broad cross section of HIV professionals and features the latest HIV science, with a focus on implementation – moving scientific advances into practice.

In addition, the IAS programmes advocate for urgent action to reduce the global impact of HIV, including increased investment in HIV cure research; optimizing treatment and care for infants, children and adolescents with HIV in resource-limited settings; preventing and treating HIV-related co-infections; and expanding access to prevention, treatment and care for key populations at higher risk for HIV – such as men who have sex with men, people who inject drugs, sex workers and transgender individuals – including protecting their human rights by combatting punitive laws and discriminatory policies.

More information on IAS can be found at www.iasociety.org.

Details of Employment:

The ICT Project Manager, Systems position will be based in Geneva, Switzerland and report to the ICT Manager. The position is full-time and fixed-term to start as soon as possible for one year.

Purpose of the Position:

The ICT Project Manager, Systems primarily will work on the ICT network, systems, and users' support of the organization, ensuring the well-functioning of the servers and end users' computers and devices. The incumbent will backup and work closely with the Senior ICT Project Manager, Systems. The incumbent will take care of the backup strategy and pro-actively raise any issues to the Senior Project Manager, Systems. In addition, the incumbent will be involved in different projects, including supporting the ICT on-site conference project, various technical projects with an ICT component as well as technical resources in other projects.

Main Responsibilities:

ICT Department

- Create and implement hardware and software standardization
- Manage the ICT Systems RfPs process and contracts
- Procure hardware and software

- Liaise with ICT systems and Telecommunication suppliers
- Assist the Senior ICT Project, Development to configure and support user with all business appliances (reporting, user management, configuration)
- Manage the Office365/SharePoint platform.

ICT Helpdesk

- Provide support to the ICT team, as the focal point for any technical issues (servers, Exchange, firewall, VMware, SAN, NAS and LAN)
- Support IAS staff: helpdesk 1st and 2nd level (Workstations, laptops, printer, credential issues, mobile phone issues etc.)
- Maintain and develop internal procedures
- Propose solutions to reduce recurring helpdesk requests in a proactive way based on the helpdesk ticketing history
- Maintain the systems up to date. This includes ensuring that opened tickets are solved in a timely manner and that back-ups are reliable and easily accessible in case of recovery failure.

ICT Systems

- Take part in specification of new systems and functions to ensure that they fit together with existing ICT systems (including evaluating the technical platform, system logic and data storage)
- Responsible for the workstation/server installations and maintenance
- Maintain and update the hardware inventory including purchasing
- Understand the ICT infrastructure with the aim to assist in the evolution of the infrastructure and take appropriate actions
- Take care of the backup strategy that includes long term storage of critical data and its day-to-day tasks
- Manage the servers' administration (email, web, database, application, mobile phone, telephone/conferencing systems)
- Keep the server and network setup documentation up to date
- Manage internal networks, connection to hosting company and Internet connection
- Support the necessary means to secure all IAS ICT systems (in collaboration with an external supplier). This includes, but not limited to, managing firewalls, virus protections, antispam filters, security patches, password, and user access levels
- Secure functionality, uniformity and consistency.

Perform any additional tasks requested by the ICT Manager and the Director, Finance & Administration.

Academic Qualifications:

- A degree in information technology or a related field is favorable.

Work Experience:

- At least 2 years' experience in a similar position
- Exposure to HIV/AIDS prevention, treatment and care issues is a plus.

Skills/Competencies:

- In-depth knowledge of Microsoft Technologies, Windows Servers' administration (DHCP, AD, DNS, VPN), Microsoft Exchange 2003-2010, Office365, MS-SQL, Juniper appliances such as Firewall SSG140, Fortinet appliances, VMWare VSphere 5, Backup Exec and networking in general
- Knowledge in virtualization (VMWare®) or the willingness to learn such new technologies
- Strong technical project management skills
- Strong oral and written communication skills
- Good team player and communicator
- Ability to work under pressure and good sense of priority
- Strong problem-solving capabilities
- First experience with Microsoft.NET web technology would be a plus
- Strong interpersonal and cross-cultural skills
- Used to ticketing systems
- Readiness to travel at least 2-3 times a year.

Languages:

- Advanced level of technical English, knowledge of other languages is a great asset.

How to Apply:

Interested and qualified candidates should send their CV and a cover letter, in English and by email only, to recruitment@iasociety.org. The applications will be selected on a rolling basis. Please note that only shortlisted candidates will be contacted.

Only candidates from Switzerland, from an EU/EFTA country or candidates already having a valid Swiss working permit will be considered.

IAS employees are evidence-based, human rights-focused, inclusive and accountable partners in the HIV response. Candidates should display genuine commitment to IAS values (learn more here).

The IAS is committed to recruiting and sustaining a skilled, effective, diverse and gender-balanced secretariat, and to the greater involvement of people living with HIV (GIPA) in all aspects of its work. **People living with or affected by HIV are strongly encouraged to apply.**