Information Technology

Background Information: Institut Pasteur du Cambodge (IPC) is a Cambodian non-for-profit research institution established in 1953, IPC is today a scientific research establishment declared of public utility placed under the high patronage of the Ministry of Health of the Kingdom of Cambodia and under the responsibility of the Institute Pasteur on the scientific and technical levels. IPC is a member of the Pasteur Network, which brings together 33 institutes present on five continents. It shares the Pasteurian values and the ethical charter to which the Pasteur Institutes are bound. IPC has more than 250 employees, including about 30 expatriates of 10 nationalities and includes 5 research units. It carries out research activities in health biology, public health and service activities (Medical Biology Laboratory, vaccinations and water and food analyses) and training.

Job Family: Administration & Support
Sub-Job Family: Information Technology

Overview: The IT sub-job family plays a pivotal role in IPC by applying specialized information technology skills, knowledge, and expertise to ensure the seamless provision and continuous support of technology services. It contributes to the enhancement of operational efficiency, cultivation of innovation and strategic alignment with the organisation's overarching mission and goals.

The roles operate within a framework of well-defined IT procedures, placing great emphasis on regulatory compliance and ethical standards. The differentiation among professionals is based on the complexity of tasks, supervisory responsibilities, and the specific skills and experience required for their roles. At higher levels within IT sub-job family, professionals bring advanced IT expertise, critical thinking, and innovation to the forefront of our research institute.

Level	Profile	Purpose
1	**Information Technology Executive**	Job holders at this level primarily focus on responding to IT users' inquiries and issues remotely. The goal is to provide prompt and effective solutions, ensuring the maintenance of smooth operations and minimizing downtime. They play a crucial role in addressing user needs, troubleshooting problems, and contributing to the overall efficiency of IT services within IPC.
2	**Senior Information Technology Executive**	Job holders at this level undertake a range of specialist activities within IT, working on smaller, less complex projects and providing valuable technical support. Individuals in this role operate within established systems and procedures, receiving close guidance and monitoring to ensure their work aligns with IPC's standards.
3	**Deputy Information Technology Manager**	Job holders at this level manage, coordinate, and lead significant responsibilities within the IT Department. Individuals in this role are responsible for ensuring effective coordination and driving excellence in their designated domain. They play a key role in shaping and implementing IT initiatives to meet IPC's goals and objectives.
4	**Information Technology Manager**	Job holders at this level lead and manage people and resources within the department. Individuals in this role play a crucial part in developing IT policy and strategy to ensure that IPC develops and maintains Information Systems that effectively support its activities and enhance operational capability.

Level 3: Deputy Information Technology Manager

Job Purpose:
Job holders at this level manage, coordinate, and lead significant responsibilities within the IT Department. Individuals in this role are responsible for ensuring effective coordination and driving excellence in their designated domain. They play a key role in shaping and implementing IT initiatives to meet IPC's goals and objectives.

Accountabilities:

Description	Key Result Areas
1. Coordinate, lead, and manage new projects from inception through to implementation, ensuring complete implementation/delivery of new applications and systems to fulfil all requirements within agreed time and cost constraints.	• Developments implemented to agreed timelines. • Effective solutions developed. • All requirements and issues properly accounted for
2. Monitor and review the execution of the implementation plans, taking appropriate remedial action or authorising changes where necessary.	• Monthly reports • Action implemented promptly
3. Ensure post-completion demobilisation of assets and knowledge carryover is effectively carried out as per procedures and IT policy guidelines.	• Compliance with IT procedures and guidelines
4. Establish & implement formal audit processes to ensure that all IT activities and processes are compliant with IPC guidelines, ensuring effective remedial action is taken where non-compliances are identified	• Compliance with procedures • Non-compliances addressed promptly.
5. Provide technical guidance and input where necessary, to inform decision-making for procuring new technology.	• Advice, accurate, concise and relevant • Sound judgement
6. Collaborate with suppliers (within IPC's policy guidelines) to ensure IPC receives value for money and high-quality service levels for all purchased goods and services.	• Value for money goods and services received • Effective relationships with suppliers

Qualifications & Experience:

- Bachelor's in Computer Science or relevant Engineering discipline
- 7-10 years of relevant work experience

Technical Competencies:

- Knowledge of IT governance frameworks to ensure that IT activities align with organizational objectives and comply with regulations.
- Proven experience in coordinating, leading, and managing projects.
- Knowledge of quality assurance processes and compliance management.
- Experience in overseeing the demobilization of assets and knowledge transfer.

Behavioural Competencies:

- Leadership Skills: Strong leadership skills to coordinate, lead, and manage projects effectively.
- Communication Skills: Excellent communication skills and the ability to influence stakeholders at various levels.
- Problem Solving: Effective problem-solving skills to address challenges and implement corrective actions.
- Collaborative: Ability to collaborate with cross-functional teams and manage the activities of the IT division.
- Networking: Strong relationship management skills to collaborate effectively with suppliers.

Representative Jobs:

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