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 4: Information Technology Manager

Job Purpose:
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.

Accountabilities:	
Description	**Key Result Areas**
1. Co-ordinate the formulation of IT department strategy and policy, ensuring that it accurately reflects the needs of the organisation and relevant regulatory/legislative requirements.	• Comprehensive business plan proposals • Clarity of direction for the IT department
2. Establish and seek agreements for IT department budgets based on the delivery of the business plan, ensuring that expenditure is properly accounted for and controlled.	• Early identification of over-expenditure • Prompt implementation of remedial actions
3. Conduct regular maintenance and upkeep of servers hosting the IPC website to ensure uninterrupted availability and optimal performance.	• Minimized downtime and enhanced website reliability
4. Provide technical guidance, advice and direction to IPC's Senior Management and IT department staff where relevant, on specific areas of expertise.	• Reliable technical judgement and advice • Teams properly directed. • Thorough and accurate technical assessment of new situations and appointments
5. Monitor the effectiveness of IT department procedures and systems to ensure they are effective and efficient and provide adequate control for quality and consistent delivery.	• Compliance with procedures • Application of consistent standards and effective control
6. Develop effective relationships with relevant external bodies, regulatory authorities, suppliers etc., to ensure that IPC's and the IT Department's interests are optimised and protected.	• Establishment of strong and effective relationships with key stakeholders • Effective information /communication channels

Qualifications & Experience:

- Bachelors' degree in Computer Science or relevant discipline
- 12-15+ years of relevant experience
- Experience in leading and directing teams and/or departments

Technical Competencies:

- Strong leadership and management skills to guide the IT department, recruit and develop staff, and establish effective procedures.
- In-depth technical expertise to provide guidance, advice, and direction on specific areas of IT to Senior Management and IT staff.
- Strong liaison skills to develop effective relationships with Senior Management, external bodies, regulatory authorities, and suppliers.
- Understanding of regulatory and legislative requirements relevant to IT operations and ensuring compliance.
- Experience in budgeting, financial planning, and expenditure control for the IT department.

Behavioural Competencies:

- Leadership Skills: Visionary leadership to drive innovation and guide the IT department toward future needs.
- Communication Skills: Excellent communication and influencing skills to convey complex technical concepts to various stakeholders.
- Strategic Mindset: Ability to think strategically and align IT initiatives with the overall organizational strategy.
- Collaborative: Strong collaboration skills to build effective relationships with internal and external stakeholders.
- Problem Solving: Advanced problem-solving skills and the ability to make strategic decisions to address complex challenges.
- Influencing Skills: Effective negotiation skills to optimize relationships with external bodies, regulatory authorities, and suppliers.

Representative Jobs:

- Information Technology Manager