

Title: National PAHO Consultant (NPC),
Information Systems /Media & Communications

Duration of contract: 12 months



OBJECTIVES OF THE CONSULTANT:

Provide technical support in information systems and network management, information security, and infrastructure software and hardware technologies in order to support the Office's systems and operations. Provide technical support in media and communications.

IT

- a) Manage the Representation's information systems and telecommunications operations, in accordance with the Organization's rules, regulations, policies, standards, procedures and practices.
- b) Provide Tier 1(initial) IT support and ensure that the office's day-to-day infrastructure and telecommunications operations are effectively and efficiently managed to guarantee a consistent level of customer service.
- c) Administer the Local Area Network (LAN) administrative services, telephony and internet services. Coordinate, supervise and verify the optimal performance of the Internet links of the Office. Support the implementation and utilization of cloud-based services (SaaS).
- d) Provide technical support to digital collaboration platforms and activities in the Office such as virtual meetings, MS Teams, OneDrive and others.
- e) Provide on-going support on an as-needed basis to the implementation and operations of the PAHO Management Information System (PMIS) and other corporate applications;
- f) Provide technical support to data analytics and business intelligence developments and assist with the adoption and training of Country Office users on the new tools.
- g) Contribute to Office business continuity plans by implementing IT service continuity measures and appropriate internal controls. Ensure that all infrastructure connected to the network are in a physically secure location. Follow ITS best practice backup plans for data and information.
- h) Manage the implementation, maintenance and enhancement of all IT security measures as per ITS and Information Security Policy requirements, procedures recommendations and practices. Provide proper access to the Organization's resources according to the established access and security guidelines. Report all critical security incidents promptly to the Director, ITS and the Information Security Officer at HQ and coordinate incident response actions with the Information Security and the Operations & Infrastructure teams;
- i) Coordinate and/or support entity Knowledge Management activities; provide technical support for the creation and maintenance of the Virtual Health Library if applicable; act as webmaster for the Office Internet and Intranet websites; responsible for maintenance of complex sites.
- j) Ensure the implementation of IT systems or network expansion, as per strategic expansion/development plans led by ITS.
- k) Manage IT assets and licenses being used at the Office. Keep the IT asset inventory for the Country Office in PMIS up to date. Ensure that all software being used on the Organization's computers is supported by a current license held by ITS or locally by the Representation
- l) Ensure that the necessary hardware and software are in place to support teleworking for the personnel.
- m) Conduct analysis of organizational processes and suggest changes supported by IT; drive process improvements as applicable.
- n) Provide proper access to the Organization's resources according to the established access and security guidelines.
- o) Perform other related duties as assigned

Communications:

- p) Update the Representation database including press contacts, international institutions and organizations interested in receiving information from PAHO/WHO.
- q) Facilitate the annual revision of the Communication/Visibility Plan for the Belize Country Office in alignment with PAHO's Communication Strategy as framework.
- r) Manage media relations and counterparts. This includes support for the organization of press conferences, the preparation and the sending of bulletins on the activities and events related to technical cooperation.
- s) In the context of undertaking communications actions in the health sector, establish links with allies and entities in general within the health sector and promote the dissemination of health information.

- t) Ensure that all products, documents, materials, and events carried out in the execution of agreements and projects comply with the established institutional and intellectual property policies of the organization, and in accordance with counterparts and donors' requirements.
- u) Support the Representative and the Technical Advisors in the planning of activities related to commemorative health days of the organization such as those agreed by PAHO, WHO and the UN.
- v) Implement and maintain the social communication activities required in relation to the projects of the Representation, especially collaborating with media for specific campaigns of prevention and health promotion, including the development of strategies for communicational intervention in populations at risk.
- w) Assist with the revision and editing of texts and/or documents to be published by the Representation.
- x) Maintain and update the digital photo library.
- y) Provide guidance for planning, assisting in the preparation and setting up of the display at Public Awareness events
- z) Perform any other duties as assigned.

REQUIRED QUALIFICATIONS

Education:

Essential: Bachelor's degree in Information Technology/Communications or related fields from a recognized University.

Key Behavioral Competencies:

Intraintitutional Action - (L02): Displays, through behavior, understanding of PAHO's values and mission. Seeks information on and acts with understanding of the Organization's expectations while advancing further the understanding and application of its policies. Shows interest and concern for the activities related to his/her work in conjunction with the mission, values, vision and policies of the organization. Behaves consistently in accordance with the Code of Ethics of the Organization.

Communication - (L02): Establishes and proactively engages in productive dialogues in one's work inside and outside the Organization and assists in the building of consensus. Seeks to share information with others within the organization, both face to face and through communication and information technology systems as appropriate.

Teamwork - (L02): Encourages team members, adds significant contribution when participating in internal and external work teams, and leads through personal example the virtues of team success--collaboration, trust, transparency and joint responsibilities. Builds and maintains mutually beneficial productive interpersonal relations based on trust, inside and outside the Organization. Keeps every team member informed as well as shares relevant and useful information.

Analysis, Synthesis, and Forecasting - (L02): Objectively analyzes situations and, based on evidence and knowledge, suggests actions to improve implementation. Bases one's actions on available information, applies knowledge acquired from experience. Prioritizes the information according to one's needs or the Organization's. Is capable of anticipating the implications of analyzed situations between one to six months ahead.

Accountability - (L02): Accurately and objectively provides information, as required, on one's activities. Prepares accurate and objective reports on one's activities and partial/final results. Can account for each of the specific tasks of one's work.

Knowledge Management – (L03): Shares knowledge and information appropriately and participates in activities to facilitate sharing. Develops tools and protocols for creation, integration and dissemination of knowledge. Researches opportunities, methods and approaches for delivering value through improved knowledge.

Information management – (L03): Takes initiative to improve systems for the presentation and dissemination of information. Supports, through competent use of the available systems and technologies, the development of data presentations.

Skills:

Technical Expertise:

- Practical knowledge of specialized technical PC and LAN systems; procedures for complex installation and maintenance of hardware and software, network configuration and Cisco telephony and collaboration systems.
- Thorough knowledge of concepts, techniques, and methods of configuring, implementing, and maintaining local and wide area data and voice networks, connectivity and interoperability.

- Knowledge of Microsoft Office systems and methods of configuring and maintaining Office and ADS systems;
- Strong communication skills including ability to explain IT technical concepts to non-IT personnel;
- Ability to work harmoniously as a team in a multidisciplinary and international environment.

IT Skills

Demonstrated ability to effectively use a computer and utilize software such as Windows, Microsoft Office Word, Excel, PowerPoint, SharePoint Outlook, and Active Directory. Thorough knowledge of Windows operating systems, Internet Information Services, Web Services. Knowledge of Collaboration technologies (Web, Video, Audio), Telephony systems, particularly VoIP base, HTML, Photoshop, and web-based software programs.

Experience:

Essential: 3 years of national working experience in Information Technology, mass media communication and/or reporting, journalism

Languages:

Very good knowledge of English and working knowledge of Spanish