

IICD is a non-profit foundation that specialises in information and communication technology (ICT) as a tool for development.

IICD is active in Africa and Latin America where we bring about technical and social innovations that create and enhance development opportunities in education, governance, economic development, health and the environment.

For maximum impact we work closely with partners from the public, private and non-profit sectors.

Our aim is to help our local partners – teachers, farmers, health workers, local government officials and civil servants - to formulate and implement their own ICT-supported development policies and programmes.

More about IICD: www.iicd.org



IICD is a non-profit foundation that specialises in information and communication technology (ICT) as a tool for development. We are seeking to strengthen the Community Relations team with an enthusiastic colleague in the role of:

Community Relations Services Officer (CRSO) specialised in ICT-project management and support

Candidates tasks

Specific

- Is responsible for the effective community management of IICD online knowledge sharing and communications initiatives. (IConnect, Dgroups, Intranet, Website IICD.org);
- Technical advice & technical support IICD online knowledge sharing and communication activities.
- Develops and implements functional management of an appropriate IICD intranet to share internal information resources;

- Develops content and online marketing strategies in close cooperation with the IICD multimedia officer;
- Member of internal ICT Work group;
- Project management of ICT-related projects to improve or develop IICD online knowledge sharing and communications initiatives (this includes cooperation with (international) third technical parties);
- Administrates service level agreement with external web provider and system Manager;
- Manages Dgroups, iConnect, Intranet and functional aspects of the corporate website, including budgeting, planning, reporting, and overall quality assurance;
- Collaborates with the Community Relations Team regarding online knowledge management, information management, and online communications strategies;

Candidates Knowledge, Skills and Abilities

- Passion and extensive knowledge regarding ICT and web 2.0;
- Proven successful record in the use of social media;
- Vision and knowledge of online community involvement;
- Vision and knowledge of developing and safeguarding data information structures;
- Proven successful experience in ICT project management;
- Proven successful experience in content management (through CMS)
- Be able to work as a team player;
- Must have excellent Microsoft Office Skills;
- Must have excellent knowledge of HTML;
- Must have excellent knowledge of data management and software;
- Good working knowledge of web and design packages;
- Experience of maintaining and developing websites and managing online publications process from start to finish;
- High degree of professional versatility and hands-on capability;
- Utilise various social media channels as well as traditional media channels to optimize the exposure of IICD and the difference we are making in society;
- Self-motivated with proven commitment to continuous learning and self-development;
- Commitment to high standards, demonstrated throughout career;
- Strong analytical and problem solving skills;
- Languages: fluent in English a plus plus;
- Dutch, Spanish and French a plus;

Qualifications

- Bachelor Degree in Communications, Marketing, Project management, Information Technology or a related studies;
- Professional experience within the non-profit sector a plus
- 5+ years experience as ICT project manager or in a professional role covering tasks, skills and abilities as described in this vacancy;

Core Competencies

- **Decisiveness**

Active decision-making; committing oneself to definite opinions, taking actions.

- **Creativity**

Coming up with imaginative solutions for job-related problems and with radical alternatives to traditional methods and approaches.

- **Analytical capacity**

Identifying problems; recognising significant information; gathering and co-ordinating relevant data; diagnosing possible causes.

- **Persistence**

Staying with a point of view or plan of action until the desired objective has been attained or is no longer reasonably attainable.

- **Negotiation**

Recognising the interest of both parties able to find options for mutual gain, finding objective criteria and implementing the final outcome.

- **Planning and organising**

Determining goals and priorities effectively and stipulating the action, timing and resources required to reach these goals.

To **apply** please email your Cover Letter plus CV to: vacancy@iicd.org

Closing date: 20th of August 2011

In order to apply, you should be based in the Netherlands

For more information concerning the position, please contact:

Suzanne van der Velden, Community Relations Director

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