



USAID/Liberia Data Evaluation Learning & Technical Assistance Activity (DELTA) ICT and Program Support Assistant

IBI is an international economic development consulting firm based in the United States that specializes in economic growth, governance, monitoring and evaluation, and human and institutional performance improvement. Established in 1996, IBI has successfully implemented some 50 projects in over 70 countries. To learn more please visit our website at www.ibi-usa.com. IBI is a woman-owned small business.

In Liberia, IBI is implementing the USAID-funded Liberia Data, Evaluation, Learning and Technical Assistance (DELTA) Activity with the goal to provide an innovative degree of analytical and advisory services to USAID/Liberia's Office of Program and Project Development (PPD) and Development Objective (DO) teams in support of the Mission's project design, performance monitoring and evaluation, and operational learning and adapting.

Position Description

IBI seeks a motivated and dynamic Monitoring, Evaluation and Learning (MEL) Information Communication Technology (ICT) and Program Support Assistant to support the USAID-funded DELTA Activity in Liberia. The ICT and Program Support Assistant will play a pivotal role in managing all ICT and knowledge management (KM) tasks for the activity. This includes maintaining ICT infrastructure, providing user support, ensuring data security, and facilitating knowledge-sharing practices, and supporting the development and administration of the DELTA web-based Development Resources Hub.

Responsibilities

The ICT and Program Support Assistant will be responsible for:

- Supporting the development and administration of a web-based development resource portal.
- Providing MEL technical support across DELTA four components, including performance monitoring tasks, planning and implementing assessment and evaluations, providing note-taking support to the CLA team, and designing and conducting capacity building activities.

- Providing technical support for the installation and maintenance of hardware (PCs, workstations, printers, scanners, smartphones, etc.), software, and network systems to ensure consistent project operations.
- Maintaining the office local-area network (LAN), network segment, internet, or intranet system and provide day-to-day onsite administrative support and periodic servicing of the network and all peripherals.
- Diagnosing and resolving hardware, software, printers, network connectivity problems and carrying out any required maintenance of applications (e.g., installing and testing different utilities, new peripherals, drivers, and service packs).
- Leading and ensuring compliance with DELTA and IBI information and communications technology policies and standards.
- Ensuring setup and smooth operations of projectors, audio & video conferencing equipment during events and meetings.
- Supporting the development, uptake and maintenance of DELTA knowledge management system, including the resource hub, SharePoint and Google Drive.
- Organizing and ensuring the secure storage of project data, reports, and resources in line with DELTA's knowledge management policy.
- Training team members on ICT protocols, tools, software, and best practices to enhance productivity and security of DELTA information systems.
- Supporting various MEL activities, including development and formatting of tools, data cleaning, and analysis.
- Supporting strategic communications through graphic design, branding, and administration of social media resources.
- Deliver on any other tasks requested by the supervisor.

Qualifications:

- Bachelor's degree in Information Technology, Computer Science, or a related field.
- At least two years of professional experience in ICT support, systems administration, or a related role.
- Advanced training in Monitoring, Evaluation and Learning, with emphasis on USAID policies, guidelines, and tools.
- Proficiency in managing hardware, software, and networking systems, including Windows, OS and cloud-based platforms.



- Hands-on experience with tools such as collaboration tools such SharePoint, Google Workspace, or similar platforms.
- Knowledge of data security, backup procedures, and cybersecurity best practices.
- Competence in diagnosing and resolving technical ICT issues efficiently.
- Experience with software development, knowledge management systems and data storage solutions are an advantage.
- Strong interpersonal skills with the ability to provide clear and user-friendly technical guidance.
- Excellent problem-solving, teamwork, and organizational skills.
- Ability to work independently (or with limited supervision) and proactively manage ICT responsibilities.

Interested applicants are encouraged to visit the Executive Mansion website for detailed information and submit Letter of Application and CVs to Recruitments deltarecruitment@ibiworldwide.com clearly outlining relevant competencies with the subject line “[First initial] [Last initial] ICT and Program Support Assistant Application”

Applications and CVs must be submitted by December 29, 2024, 5p.m. GMT. Only selected candidates will be contacted for an interview.