INTERNATIONAL MONETARY FUND
TERMS OF REFERENCE

Position Title: IT Administrator
Location: IMF Regional Office in Riyadh, Saudi Arabia
Reports to: Office Manager
Grade: GS-5

This position is located at the International Monetary Fund (IMF)'s Regional Office in Riyadh (ROR). Under the general supervision of the Office Manager, the incumbent will be responsible for the management and support of the Information Technology (IT) and Audio Visual (AV) infrastructures used by staff to deliver workshops and conferences. IT systems include: local area network which includes wireless, servers and back-up systems, firewall and related anti-virus/spam software, video conferencing systems and remote communication platforms (e.g., Zoom, MS Teams, and WebEx), language interpretation systems, workstations, network printing services using MFPs, IP-based telephone systems, training database, budget systems, door access control system, and Internet/web applications (including design and managing of institute website and social media accounts). In addition to the IT and AV responsibilities, overall management of the facilities is required but not limited to lecture and workshop rooms and building security systems.

1. Duties and Responsibilities:

Within limits of delegated authority, the IT Administrator undertakes the following duties and responsibilities:

- Provides technical system support to end-users such as participants, lecturers, and staff, while ensuring that IT assets are protected, and high degrees of system availability are achieved.
- Implements system and end-user changes following change management best practices.
- Assumes the lead oversight and/or implementation role for all major IT and AV capital projects (e.g., lifecycle replacement), and an oversight role in the upgrading of facilities.
- Manages outsourced service contracts.
- Maintains the databases that supports workshop delivery administration.
- Maintains audio-visual and interpretation systems, and coordinates video-conferencing activities (Crestron, TOA, Cisco) and remote communications platforms.
- Ensures smooth delivery of virtual online courses through Zoom and similar remote communications platforms.
- Ensures smooth delivery of Hybrid and Blended meetings through Zoom and similar remote communications platforms.
- Provides guidance on the acquisition of new technology (to meet new or identified needs), while ensuring compatibility with existing systems.
- Manages the building facilities, including, lecture and workshop room arrangements, and video and security access control systems.
- Trains staff on the use of all deployed technologies and prepares requisite workshop guidelines and documentation.
- Maintains standards (configuration, security) on all systems.
- Manages the deployment of software and security updates to all end points.
- Generates system utilization reports to Management.
- Proactively monitors system state of all devices/systems.
- Keeps all documentation up to date and provides support for on-going audits.

- Reviews institute websites content for accuracy and currency. Updates outdated materials and data. Coordinates with and collects information from user communities and relevant departments. Provides content as needed.
- Coaches junior IT staff.

Note: This list of duties is illustrative of regular and recurring functions, however the incumbent is expected to back up others and perform similar assigned work.

2. Skills and Qualifications:

Education:
- Educational development, typically acquired by the completion of a master's degree in computer science, information systems, or a closely related subject or equivalent, supplemented by relevant work experience.

Experience:
- Preferably a minimum of five years of relevant experience in IT or office administration. Relevant work experience, including in an international organization, would be an advantage.

Skills:
- A CCNA, MS Windows Server and AV certifications (Crestron) are desired for this position.
- Proven experience with standard computer software, databases, network management, audio visual equipment, and video teleconferencing technologies.
- Strong analytical and problem-solving skills.
- Strong interpersonal and diplomatic skills.
- Proficiency in MS Office (Word, Excel, PowerPoint), desktop editing, and document design.
- Ability to learn new applications and computer systems and to work effectively under pressure in a team environment is essential.
- Excellent interpersonal skills, strong oral and written communication skills, and good organizational skills to multitask and handle competing demands is also essential.
- Demonstrated initiative, tact, sound judgment, and strong customer service orientation is highly desirable.
- Proven experience in working with ISO certification audits is highly desirable.
- Fluency in English is mandatory, with a second language preferable.
- Relevant work experience, including in an international organization, would be an advantage.
- Fluency in English and the local language of the duty station is required.
- Knowledge in Adobe Experience Manager desired

Language Requirements:
- Fluency in English and Arabic.

➤ Viable candidates must be nationals or residents of the country Saudi Arabia or be able to independently obtain a valid work permit before starting employment with the Fund. Proof of nationality, residency, and/or work authorization will be required prior to starting

employment. The IMF will not sponsor or provide assistance for obtaining work permits.

➢ The IMF is guided by the principle that the employment, classification, promotion, and assignment of staff shall be made without discrimination against any person. We welcome requests for reasonable accommodations for disabilities during the selection process. Information on how to request accommodations will be provided during the application process.

➢ Deadline for applying is **May 15, 2025**.

➢ Please send resume and a cover letter to IMFROR@imf.org

➢ Please state in the subject of the **email: Job Application to IT Administrator**

➢ *Only shortlisted candidates will be contacted for an interview.*