

## IT Professional – Country Office

### Special Mention:

Applications are to be sent, by email only, to the following address: [rh-maroc@giz.de](mailto:rh-maroc@giz.de) strictly before **01/31/2025**, mentioning in the subject line: **FIRST AND LAST NAME–ITP**. Maximum size of the application email: **516 KB** A follow-up will only be given to applications that meet the requested profile and the application format.

### Enterprise

GIZ is a global international cooperation service provider, present in Morocco since 1975. Together with its partners, it develops effective solutions that open up opportunities for people and improve their living conditions in the long term. As a German federal non-profit company, GIZ supports many sectors and a large number of national and international customers in the implementation of their bilateral, regional and international cooperation. The Moroccan and German governments have defined priority sectors in the cooperation policy that form the basis of the various programs and projects: Renewable energy, environment and climate change, water resources management as well as governance and sustainable economic development.

### Position

The GIZ Morocco Office is recruiting an **IT Professional who will report to the Administrative and Financial Director**.

**Deadline for receipt of applications: January 31<sup>st</sup>, 2025**

### Background :

IT and digital tools are used extensively by the GIZ employees to achieve its business objectives. Consequently, professionals working in the IT unit ensure that all relevant IT systems are working as they should and in compliance with applicable rules and regulations.

### A. Responsibilities

The IT Professional will work to provide support to colleagues in the GIZ Country Office and projects. Responsibilities are:

- Maintain information systems, networks and servers.
- Maintain, upgrade and install hardware and software
- Ensure that the IT systems in use comply to GIZ Standard Policies and Guidelines
- Perform Troubleshooting
- Back up data
- Point of Contact for HQ IT-Operations (Global IT Services)
- Provide user support.

## B. Tasks

### IT Infrastructure, tools, and administrative tasks

- Installation, upgrade and maintenance of IT-Equipment. (e.g. client computer, printers, CCTV, network equipment, scanners, servers, peripheral devices)
- Consults and assist management level regarding the procurement of IT related equipment and licences
- Monitors the state of hardware and software in use for security aspects
- Tests new hardware systems, and identifies options for upgrading existing systems and peripherals
- Ensures and executes of patch management for all hardware devices.
- Maintains all GIZ standards (e.g. Office 365, WINPACCS, SAP, Payroll) and custom software used in country and project offices.
- Keeps an inventory of software and hardware
- Monitors the internet connections in use to ensure maximum uptime
- Maintains a segmented local area network (LAN)
- Implements security protocols and procedures to prevent potential threats
- Creates user accounts and performs access control
- Documents and maintains IT processes, IT instructions and carries out general IT administration tasks
- Keeps up with all the latest IT developments of GIZ DIGITS Department (Headquarters)

### IT Transformation to Cloud

- Accompanies DIGITS in transformation to a cloud-based IT infrastructure.
- Cloud Fundamentals: Understanding the principles of cloud computing (IaaS, PaaS, SaaS) and the benefits/limitations of cloud solutions.
- Microsoft Azure: Proficiency with Azure services, tools, and platforms like Virtual Machines, Storage, Networking, and App Services.
- Security: Knowledge of cloud security practices such as Identity & Access Management (IAM), network security (e.g., firewalls, NSGs), encryption, and compliance (e.g., GDPR).
- Networking Skills: Configuring and managing Virtual Networks, VPNs, Load Balancers, DNS, and firewalls in cloud environments.
- DevOps: Familiarity with CI/CD pipelines (e.g., Azure DevOps, GitHub Actions), Infrastructure as Code (IaC), and containerization (e.g., Docker, Kubernetes).
- Monitoring and Optimization: Monitoring cloud services (Azure Monitor, Log Analytics), performance tuning, and cost optimization.

- Backup and Disaster Recovery: Configuring cloud backup and disaster recovery solutions (Azure Backup, Azure Site Recovery).
- The IT Professional accompanies DIGITS in transformation to a cloud-based IT infrastructure.

### **IT Security**

- Implements IT security measures in country offices and projects
- Helps implementing ISMS in alliance with GIZ Headquarters strategy and local Information Security Officer
- Monitors vulnerabilities in the communications networks to prevent data leaks
- Helps regularly update relevant operating system updates/patches to ensure a secure working environment
- Helps maintain user permissions to prevent unauthorized access
- Safeguards the system against hackers
- Knowledge and experience in incident and Escalation Management

### **General Tasks**

- Resolves all technical and connectivity issues, prepares all the necessary information, and general support
- Ensures an IT emergency service
- Assists in advising on IT projects (IT Infrastructure/ security/ development)
- Well connected to colleagues from GIZ division DIGITS and other IT Professionals for best practice exchange
- Performs other duties and tasks at the request of management level
- Prepare on a regular base oral and written reports and analyses for a wide range of stakeholders

## **C. Required qualifications, competences and experience**

### **Qualifications**

- Masters degree in IT
- Certification for Microsoft Windows Server 2019/2022, Windows 11 and MS Office 2019/M365 or equivalent experience.
- Outstanding knowledge of IT hardware and software used, computer network systems, database software, network security.
- Ideally, knowledge of GIZ systems and specific GIZ software (SAP, WINPACCS, etc.)

### **Professional experience**

- 3 years' experience in an IT position or similar experience in IT area

### **Other knowledge, additional competences**

- Good presentation, communication and reporting skills with the ability to present complex technical details in a simple business context
- Good time management
- Outstanding working knowledge of ITC technologies (related software, phone, fax, email, the internet) and computer applications (e.g. Office 365)
- Good knowledge and command of the English is a must and team spirit
- Willingness to upskill as required by the tasks to be performed – corresponding measures are agreed with management

### **Place of Work**

- Rabat

***Please note that job interviews will be conducted in English.***