RECRUITMENT: ICT SPECIALIST

The European Society for Medical Oncology (ESMO) is seeking to recruit an ICT Specialist based in the ESMO Head Office in Lugano, ideally beginning as soon as possible or at a mutually agreed date.

ESMO is a learned society for the medical oncology profession. The society aims to provide its members with a range of professional services to improve standards of practice of medical oncology by enhancing the knowledge and competence of its members. The society also provides a voice for the profession at a political level.

The overall purpose of this role is to oversee that the company ICT infrastructure estate is managed effectively, with the key aim of ensuring operational performance, capacity, risk management and implementation of future strategy and to deliver an excellent ICT service through proactive development and maintenance, and ICT Helpdesk support to staff within the organization on premises and during the ESMO’s congresses and events. The role should manage and establish priorities for maintenance, design, development, and analysis of entire infrastructure systems inclusive of both physical and virtual servers, thin clients, VOIP telephony, printers, LAN/WAN (including Firewall), databases, office products, internet, security, wireless and cloud implementations. Most of the infrastructure is managed by third party providers, therefore a key component of this role is experience in management of ICT infrastructure estate either in a fully outsourced or multiple provider scenario.

THE JOB DESCRIPTION

General Coordinator Responsibilities:
- Cooperate and proactively define the ICT strategy within the ITDS Department, ensuring that the implementation will be in line with the established goals;
- Establish and adopt a decentralised network model in delivering the solutions and the services with vendors, colleagues and partners, contributing to develop and continuously improve the operational standards;
- Ensuring the function has the resources needed to deliver efficient and effective support to the process and highlighting possible issues in a timely manner;
- Accountable to report on the situation of all projects and services, including financial and operational (WIP), to the department head.

Business Process; Requirements and Solutions:
- Being able to support the various initiatives to shape the requirements in a partnership manner with the other departments and projects, providing guidance, methodology and tools in line with the ITDS PMO strategy;
- Responsible for shaping technical requirements & follow up of IT projects;
- Gain expertise on SharePoint as Administrator role and be able to support the business in using the common platform.

Project and Service Management as ICT engineering solution coordinator:
- Having overall accountability for all project and service delivery and all its components: budget, timeline, resources;
- Managing the ICT project and service in line with the organization’s standards;
- Responsible for the qualitative project and service documentation kept and updated in the department repository;
- Prepare and produce project status, Issue/Risk and RAG reports for senior management;
• Track project progress against time and quality expectations. Conduct project related status/performance analysis;
• Ensure ESMO’s IT infrastructure evolution, as well as the reliability and security;
• Responsible for capacity planning (Workstation, Server, Storage, Telco, Network);
• Define and manage IT Disaster Recovery Strategy for organization;
• Define software and hardware standards in collaboration with stakeholders and owners;
• Test server performance plus provide network presentation statistics;
• Ensure apt security levels on network, infrastructure and servers are maintained;
• Management of the on-site support (2 main sites Lugano CH and Nice Fr – and remote users);
• Technical interface for ESMO on IT and Functional projects;
• Liaison with ICT suppliers: manage, lead, propose;
• Responsible for technical equipment & IT infrastructure operational status (hardware, servers, Wi-Fi, etc.);
• Responsible of all company standard applications, including, but not limited to, Microsoft Windows operating systems, Microsoft Office 365, SharePoint associated applications, Antivirus, email and other communication applications (Skype for Business);
• Technical liaison for main ESMO events:
  o Liaise with Congress department regarding IT & infrastructure needs
  o Create requirements/RFPs for IT needs during events
  o Evaluate offers from vendors/conference centres
  o Negotiate with suppliers, conference centres;
• Identification of need for and creation of Standard Operating Procedures (SOPs) for IT-related tasks;
• Technical interface between internal users and various IT suppliers;
• Evaluation of new IT tools and platforms when appropriate.

Contract Management:
• Be overall accountable for the cost and performance of all contracted services and consultants within the Engineering ICT Solutions scope;
• Periodically benchmark or re-compete service agreements where applicable and practical to ensure that ESMO continues to receive the best value for money and remains technically current;
• Accountable to report on the Contracts status including financial and operational (WIP), to the department head. Ensure that invoices and work reports from vendors matches the actual work performed and delivered.

R&D Leadership:
• Through continuous market scanning, consultations with business unit heads, competitive benchmarking, and industry research, identify new technologies or solutions that could be employed potentially by ESMO to support its business objectives in terms of productivity, improved decision support, and enhanced customer experience;
• Support the ITDS department head in determining which emerging solutions could be useful to ESMO, develop plans and cost estimates, establish funding, and integrate plans into the IT Strategy and IT Portfolio;
• Provide support as requested from the Department leadership to provide support for the delivery of new products/services protocols and standards or extended products/services through integration with ESMO partners.

Other:
• Other management or technology duties as required by the position.
ESSENTIAL SKILLS

Educational skills:
• Bachelor in Computer Science, Information Management, Engineering, or equivalent;
• Office and project management professional training;
• Lack of education titles could be compensated by a robust professional experience.

Professional experiences:
• Experience managing IT infrastructure technologies;
• At least 6 years of directly relevant professional experience;
• Experience or certification as project management is a welcome plus.

Technical skills
• Microsoft Office 365 and associated Microsoft cloud services
• Microsoft Azure
• Microsoft SharePoint 2013 (on line)
• Microsoft Active Directory (GPO, DFS, groups management…)
• SharePoint Server 2016
• Microsoft Windows server 2008 and 2012
• Microsoft Windows 7 and 10
• Skype for Business deployment and management
• Web architecture expertise
• Wan/Lan management (VPN, Vlan’s, DNS services, IP addressing, routing…) – Fortinet a +
• Proven record of delivering results and understanding of customer service principles;
• Web architecture expertise
• Cloud hosting technology solutions (AWS, Azure, other)

Language skills:
• Advanced English - written and spoken
• Advanced Italian - written and spoken
• Other European languages an advantage

PERSONAL/CHARACTER REQUIREMENTS:

Managerial skills:
• Goal-oriented, Control, Organizing, Planning, Self-organization, Decision-making, Time management,
  Motivation

Social and interpersonal skills:
• Initiative, Team-work, Meeting management, Stress management, Skilled at relating to different
  situations, Verbal communication, Cultural sensitivity, Commitment, Social sensitivity, Courtesy

Critical & analytical skills:
• Report-writing, Problem solving, Synthesis, Analysis, Evaluation
• Reflection, Determination, Ability to spot problems, opportunities, threats, Defines problems effectively,
  Logical, rational, Good writing skills, Implements decisions, does not procrastinate, Decisive, does not
  procrastinate, Action-oriented

Creative & innovative thinking skills:
• Foresight, Mobility, Openness, Flexibility, Adaptability, Open-mindedness