

Job Title: IT Operations Officer

Type of Contract / Grade: Fixed-Term, NOC

Duration: 1 year renewable (upon confirmation of the probationary period)

Duty Station: Antananarivo, Madagascar

Vacancy Number: One position

Date of Publication: July 10, 2026

Deadline for Application: July 23, 2026

ORGANIZATIONAL CONTEXT

This job is based in Antananarivo and report to the Head of Enabling Services and Risk Officer.

Job holders manage a small team of staff to ensure plans are implemented across an assigned area. They work independently, using technical knowledge and expertise to provide recommendations on design and development of systems, and implement projects. They conduct more complex analysis, develop and propose creative solutions to problems, and identify opportunities for improvements. May be involved in strategic planning and policy development.

THE ROLE

To lead the delivery of efficient and effective IT and Telecommunications (TC) services, providing sound, innovative solutions that enable staff to deliver food assistance to beneficiaries, in line with WFP's strategy.

KEY ACCOUNTABILITIES (not all-inclusive, within delegated authority):

- Participate in the development of plans, budgets and policies, and lead the deployment of IT/TC systems aligned with business needs, in accordance with WFP corporate standards.
- Develop and maintain IT/TC systems and networks, ensuring appropriate data security and access controls considering both local and wide area network issues; and enabling users to get maximum benefits from them.
- Implement and test new hardware for improving and upgrading system performance; install any technology upgrades as required.
- Develop technical specifications and tender documents, and manage contracts with service providers, to facilitate procurement of IT/TC equipment and services at minimum cost, in line with WFP rules and regulations.
- Coordinate and prepare reports on IT/TC activities, investments and costs, identifying trends/issues and proposing solutions to increase cost-efficiency.
- Maintain technical expertise and knowledge of industry developments, and develop skills within specific areas of competence.
- Provide advice to managers and users to resolve complex issues, understanding their needs and ensuring IT policies, procedures, systems and tools are correctly applied to support them.

- Lead and motivate a small team, monitoring performance, providing coaching, training and guidance to ensure appropriate development and enable high performance.
- Build capability of staff, collaborating with colleagues in the IT division to design and deliver corporate training policies and programmes aimed at developing skills/knowledge in IT and TC.
- Ensure effective coordination with other UN agencies in order to align activities and maximise possibilities of inter-agency collaboration in the field of IT/TC.
- Maintain effective partnerships with colleagues and external partners, to foster information exchange and support to meet service requirements.
- Contribute to emergency preparedness and contingency planning, providing technical recommendations and monitoring the management of risks, so that WFP can maintain basic IT services and/or quickly respond and deploy resources to affected areas at the onset of a crisis.
- Prepare operational plans and manage resource requirements at the onset of an emergency.
- Other as required.

QUALIFICATIONS AND EXPERIENCE

Education: Advanced university degree in Computer Science or other relevant field, or First University degree with additional years of related work experience or trainings/courses.

Experience: Five (05) years at a professional level with an Advanced University degree

DESIRED EXPERIENCES FOR ENTRY INTO THE ROLE:

- Has assisted in the development of IT governance strategies, policies and system architecture at a HQ and field.
- Has acted in IT advisory capacity to Country/Sub Office leadership.
- Has participated in the negotiation, evaluation and management of IT contracts with service providers at HQ and field office.
- Has developed business cases that capture project life-cycle costs, benefits, and risks for the purchase of IT service or equipment.
- Has keen ground-level experience leading the implementation of IT and telecoms systems in emergencies.

Language: Fluency (level C) in French and English.

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