

Mobile Implementation Officer (MIO) IT Field (W/M)

13 juin 2025

Médecins Sans Frontières, association médicale humanitaire internationale créée en 1971, apporte une assistance médicale à des populations dont la vie est menacée : principalement en cas de conflits armés, mais aussi d'épidémies, de pandémies, de catastrophes naturelles ou encore d'exclusion des soins.

Integrated within our Information Systems Department (IS Department), your primary responsibility is to evaluate the ICT needs and ensure the implementation of ICT solutions on the field. You will work to increase the capacity in missions where local resources are not sufficient in terms of technical expertise, seniority or workload.

Main tasks

- Assess the ICT needs of the missions,
- Advice Coordination level stakeholders,
- Implement ICT solutions on the field,
- Collaborate with and provide active feedback to the other teams of the IS department.

Main responsibilities

Be responsible for the evaluation of ICT needs of the missions:

- Support the coordination of each mission regarding the definition, update and implementation of an ICT system in all its components.
- Analyze the ICT issues specific to each mission, identify risks and implement mitigation measures.
- Monitor country constraints to allow an adaptation of the ICT system.
- Identify opportunities to improve the efficiency of the ICT system and assist decision-making taking into account operational and budgetary impacts.
- Develop ICT scenarios in connection with the ePrep strategy in close collaboration with the logistical, medical and operational managers.

Define, prepare and organize field assignments

- Define and validate the objectives of the field assignment with Ops (Coordination, Cell) and IT teams, formalized in a Terms of Reference document (ToR)
- Define and follow-up requirements at mission level (purchasing of ICT equipment, availability of key stakeholders, etc.) and HQ level (specific configuration, validation of an alternative ICT solution, etc.),

- Ensure that required technical documentation is up-to-date and perform any necessary changes to adapt to the local context,
- Coordinate and follow-up the administrative organization of the visit (visa, tickets, etc.),

Perform field assignments

- Review and adapt ToR based on local discovery,
- Implement ICT solutions, solve implementation issues, escalate problems,
- Provide training and technical support to users on all ICT solutions supported by MSF,
- Provide training and support to the IT local teams,
- Actively participate in the selection of ICT staff for the missions,
- Update the local technical documentation when needed.

Transmission of skills and capitalization

- Write a visit report including the different actions performed,
- Provide post-intervention support to the mission,
- Organize a handover meeting with the field support teams.
- Ensure the capitalization of the knowledge and methods acquired in the field, write feedback.
- Participate in the training of ICT managers and logisticians in the field or during international sessions.
- Upgrade their own skills.
- Continuously contribute to the improvement of processes by the IS Dept by actively participating in the definition of new solutions.

Participate in the IS Dept's daily life

- Participate in team and department meetings or other events, contribution to cross-functional projects,
- Collaborate with other departments on the continuous improvement of ICT processes and tools, as well as with global ICT governance in the field,
- Participate in the business continuity of the Operational IT team (ex: gap replacement).

Main ICT solutions on the field

- Microsoft Windows 11: Main implementation in 2025,
- Microsoft EntraID and Endpoint Manager (Intune),
- Microsoft 365 application support,
- Fortinet Firewalls and network equipment,
- Synology NAS devices,
- Internet connectivity (DSL, Fiber, 4G/5G, VSAT, WiMAX)

Profile required

Training: Bachelor (BAC + 3) in a computer science program or professional experience in the IT field.

Professional Experience: At least 2 years experience in information technology. Field experience is a plus. Experience within MSF in IT or Log position is an asset.

Languages: English C1 and French C1

Skills:

- Good knowledge of hardware architecture, network protocols (TCP/IP, etc.), networks, security and backup principles and project management.
- Mastery of the Microsoft environment (Windows, EntraID, Endpoint Manager).
- Have a solid training preparation and facilitation experience,
- Having participated in an IT implementation project would be a plus.

Abilities:

- Ability to cooperate
- Sense of responsibility
- Be organized
- Know how to manage time and priorities
- Qualities of analysis, synthesis and responsiveness to problems
- Trainer
- Independent
- Good interpersonal skills
- Team work

Specificities of the position:

Status: The majority of your time will be spent in the field (minimum 60%); the duration of visits can range from 2 weeks to 2 months. Full-time 5 months fixed term contract.

Salary conditions: Salary level 12 according to MSF field grid and relevant experience.

Desired start date: asap

A MSF, nous valorisons la diversité et cherchons à avoir un environnement de travail inclusif et accessible. Nous encourageons toutes les personnes qui possèdent les qualifications requises à postuler, indépendamment de leur origine ethnique, nationale ou culturelle, de leur âge, de leur sexe, de leur orientation sexuelle, de leurs convictions, de leur handicap ou d'autres aspects de leur identité.

Date limite de dépôt de candidatures

29 juin 2025

MSF tient à la protection des données personnelles de ses membres, de ses salariés et des personnes souhaitant rejoindre l'association. Les données collectées lors de cette candidature seront strictement transmises, pour un traitement équitable et de qualité, aux personnes intervenant dans le processus de recrutement, quel que soit l'endroit où se trouve la structure MSF à laquelle elles appartiennent. Pour plus d'informations sur la façon dont sont traités vos données et vos droits, [veuillez consulter notre politique de confidentialité.](#)