



VACANCY

INFORMATION COMMUNICATIONS & TECHNOLOGY (ICT)

MANAGER

Salary Range \$75,729 – \$102,467 USD
+ Cost of Living Differential Allowance, Housing,
Superannuation, Location Allowance

Applications are invited for the professional level post of Information Communications and Technology (ICT) Manager at the Secretariat for the Western and Central Pacific Fisheries Commission (WCPFC), based in Kolonia, Pohnpei, Federated States of Micronesia.

The Secretariat is seeking an experienced and motivated ICT professional to lead and coordinate its information and communications technology (ICT) environment. The ICT Manager will ensure that ICT systems, data platforms, and external service providers operate securely and effectively in support of the Commission's work.

The ICT Manager will provide strategic oversight of ICT systems while also delivering hands-on operational support, including during Commission meetings and high-level events. The role includes managing ICT service providers, overseeing system security and data integrity, and ensuring that ICT platforms and services are well integrated and reliable.

The position also involves supporting day-to-day ICT operations, resolving complex issues, coordinating technical support from service providers, and providing practical advice and training to management and staff on ICT matters.

The ICT Manager reports to the Executive Director and works closely with senior managers across the Secretariat. The role includes supervisory responsibility for the Secretariat's IT staff (currently one IT Officer).

The Western and Central Pacific Fisheries Commission (WCPFC) was established in 2004 and currently has 27 Members, seven Participating Territories, and eight Cooperating Non-Members. Further information is available at www.wcpfc.int.

Applicants should have a Bachelor's degree in information technology, computer science, or a related field, with experience managing or coordinating ICT functions in an organization of similar size and complexity. Strong organizational skills, experience working with external service providers, and the ability to communicate effectively with both technical and non-technical stakeholders are essential. Experience in network or web administration and familiarity with ICT environments in Pacific Island or similar contexts would be an advantage.

The Terms of Reference (TOR) for the position can be found at <https://www.wcpfc.int/vacancies-opportunities>. Applications should include a cover letter, resume and contact details of three referees, and be submitted by email to Mr Aaron Nighswander, Finance and Administration Manager, at Aaron.Nighswander@wcpfc.int by **6 March 2026**.

For related information and queries visit our website at www.wcpfc.int. The successful applicant will be expected to take up the position in April 2026.



TERMS OF REFERENCE

INFORMATION COMMUNICATIONS AND TECHNOLOGY (ICT) MANAGER

PROFESSIONAL GRADE: 3

ROLE OVERVIEW: The ICT Manager is responsible for the strategic coordination and effective functioning of the Secretariat's information and communications technology (ICT) environment. This role supports the Commission's work by ensuring that ICT systems, data platforms, and external service providers operate in a coherent, secure, and well-coordinated manner aligned with organizational needs. The ICT Manager will also maintain an active, hands-on presence within the Secretariat office and at meetings, providing practical ICT support and coordinating real-time technical assistance as required.

ORGANIZATIONAL RELATIONSHIPS: The ICT Manager reports to the Executive Director and consults closely with the Science Manager, Compliance Manager, and Finance and Administration Manager, who drive business needs based on Commission direction. The ICT Manager will work collaboratively across all Secretariat teams and maintain regular contact with external ICT service providers, software vendors, and hardware suppliers.

The ICT Manager has supervisory responsibility over the Secretariat's IT staff (currently one IT Officer).

DUTIES AND RESPONSIBILITIES:

1. Strategic oversight and vendor management

- Serve as the primary point of accountability to provide oversight and coordination of the Secretariat's ICT systems and services.
- Manage and monitor service level agreements to ensure external specialized services meet organizational standards and Commission decisions, where relevant.
- Coordinate multiple service providers to ensure various platforms and systems (databases, web, cloud) function as a seamless, integrated whole.

2. System integrity and security

- Oversee the security, accessibility, and lifecycle management of the Secretariat's information and data.
- Identify ICT-related risks (cybersecurity, data loss, system downtime) and implement appropriate mitigation measures.

3. Operational support and delivery

- Serve as the primary technical point of contact for ICT support during Commission meetings and high-level events, including managing meeting networks, audio-visual systems, hybrid conferencing platforms, user access, and real-time troubleshooting under time-critical conditions.
- Support day-to-day ICT operations by triaging complex issues and escalating them to the relevant service providers.
- Provide practical and non-technical advice, briefings, and training for management and staff to improve digital literacy and integration on ICT matters.

4. Policy and governance

- Lead the development and enforcement of ICT-related policies and procedures, including data privacy, acceptable use, and remote work protocols.
- Contribute to ICT planning, multi-year budgeting, and prioritization of digital investments.

REQUIRED QUALIFICATIONS, EXPERIENCE, AND CORE COMPETENCIES

Essential:

- Bachelor's degree in information technology, computer science, or a related field.
- Experience managing or coordinating ICT functions or projects in an organization of similar size and complexity.
- Demonstrated success in overseeing external ICT service providers or contractors.
- Familiarity with managing diverse information systems, cloud environments, and online databases.
- Strong organizational and coordination skills.
- Ability to communicate effectively with both technical specialists and non-technical stakeholders by translating complex technical concepts into practical advice.

Desirable:

- Experience in establishing and administering networks.
- Web administration experience.
- Familiarity and knowledge of Pacific Island or similar ICT environments.

Core Competencies:

- Practical and solutions focused.
- Well-organized and able to manage competing priorities.
- Discretion and professionalism in handling sensitive information.
- Collaborative and service-oriented approach.