



STATISTICAL, ECONOMIC AND SOCIAL RESEARCH AND TRAINING CENTRE FOR ISLAMIC COUNTRIES

JOB DESCRIPTION

Job Title	:	IT Officer
Location	:	SESRIC Headquarters, Ankara, Türkiye
Position Type	:	Full-time
Department	:	Publication and Information Technology

POSITION OVERVIEW

The IT Officer plays a critical role in ensuring the reliability, security, and continuous improvement of SESRIC's information technology infrastructure, enterprise applications, and digital services. The incumbent will be responsible for managing Microsoft 365 services, Azure cloud infrastructure, web applications, software development, cybersecurity implementation, technical support, and digital transformation initiatives.

The position requires a highly motivated professional with strong technical expertise in Microsoft technologies, cloud computing, software engineering, and IT operations. The successful candidate will contribute to the design, implementation, maintenance, and continuous enhancement of enterprise-level information systems supporting the Centre's strategic objectives and services provided to the 57 OIC Member Countries.

MAIN RESPONSIBILITIES & DUTIES

- **Microsoft 365 Administration**
 - Administer and maintain the Microsoft 365 environment, including Exchange Online, Entra ID (Azure Active Directory), Microsoft Teams, SharePoint Online, OneDrive, and Microsoft Defender.
 - Manage user accounts, licenses, security groups, shared mailboxes, and distribution lists.
 - Configure authentication policies including Multi-Factor Authentication (MFA), Conditional Access, password policies, and Identity Protection.

- Monitor Microsoft 365 service health and proactively resolve service interruptions.
 - Perform mailbox administration, email migration, mail flow configuration, anti-spam, anti-phishing, and email security management.
 - Maintain security compliance using Microsoft Purview and Microsoft Defender technologies.
 - Develop and implement Microsoft 365 governance policies and best practices.
 - Provide technical support related to Microsoft 365 services for all staff.
-

- **Azure Cloud Services (Azure App Service & Azure Virtual Machines)**

- Deploy, configure, administer, and maintain Microsoft Azure cloud infrastructure.
 - Manage Azure Virtual Machines, storage accounts, networking components, load balancers, and virtual networks.
 - Configure Azure App Services for hosting enterprise web applications.
 - Monitor Azure resources using Azure Monitor, Application Insights, Log Analytics, and diagnostic tools.
 - Perform performance tuning, scaling, resource optimization, and cost management.
 - Implement backup, disaster recovery, and business continuity strategies.
 - Configure SSL certificates, DNS records, custom domains, and application security.
 - Maintain Azure Identity and Access Management (IAM) policies.
 - Troubleshoot cloud infrastructure issues and ensure high availability of production services.
 - Participate in cloud migration and modernization initiatives.
-

- **Software Development (.NET Technologies)**

- Design, develop, maintain, and enhance enterprise web applications using ASP.NET Core.
- Build RESTful APIs and backend services.
- Develop responsive web interfaces using Razor Pages, MVC, HTML5, CSS3, JavaScript, Bootstrap, and modern web technologies.
- Develop secure authentication and authorization mechanisms using ASP.NET Identity and OAuth.
- Integrate applications with Microsoft Entra ID, Microsoft Graph API, third-party APIs, and external systems.
- Design and optimize SQL Server and MySQL databases.

- Implement Entity Framework Core and database migration strategies.
 - Perform software testing, debugging, troubleshooting, and performance optimization.
 - Prepare technical documentation, system architecture documentation, and developer guidelines.
 - Participate in software requirements analysis, system design, and code reviews.
 - Maintain existing enterprise applications and develop new digital platforms supporting SESRIC programmes.
-

- **DevOps and CI/CD**

- Design and maintain Azure DevOps pipelines for automated build, testing, and deployment.
 - Manage source code repositories using Git.
 - Implement Continuous Integration and Continuous Deployment (CI/CD) best practices.
 - Automate deployment processes for internal and cloud-hosted applications.
 - Monitor deployment performance and resolve pipeline issues.
 - Coordinate software releases and version management.
 - Ensure rollback and recovery procedures are properly documented and tested.
-

- **Infrastructure Administration**

- Maintain Windows Server environments and enterprise infrastructure.
 - Administer IIS web servers hosting institutional applications.
 - Configure DNS, DHCP, SSL certificates, and web server security.
 - Monitor server health, storage utilization, system performance, and resource availability.
 - Perform regular system updates, patch management, and preventive maintenance.
 - Maintain backup systems and recovery procedures.
 - Ensure high system availability and infrastructure resilience.
-

- **Help Desk and Technical Support**

- Provide first and second-level technical support to SESRIC staff.
- Diagnose and resolve hardware, software, network, and operating system issues.
- Install, configure, and maintain desktop computers, laptops, printers, scanners, and peripheral devices.
- Support Microsoft Office applications and enterprise software.

- Assist users with remote access, VPN connectivity, and mobile device configuration.
 - Maintain IT asset inventory and lifecycle management.
 - Prepare technical documentation, user manuals, and standard operating procedures.
 - Deliver user training sessions and technical awareness programmes.
 - Ensure timely resolution of support requests in accordance with service standards.
-

- **Cybersecurity**

- Implement cybersecurity policies and security best practices.
 - Monitor security events and investigate potential threats.
 - Manage endpoint protection and antivirus solutions.
 - Conduct vulnerability assessments and coordinate remediation activities.
 - Ensure compliance with organizational IT security policies.
 - Maintain security logs and incident documentation.
 - Participate in disaster recovery planning and cybersecurity awareness initiatives.
-

- **Digital Transformation & Innovation**

- Participate in institutional digital transformation projects.
 - Evaluate emerging technologies and recommend innovative IT solutions.
 - Contribute to the automation of organizational workflows and business processes.
 - Support the integration of cloud services, APIs, and enterprise platforms.
 - Assist departments in implementing technology-driven solutions to improve operational efficiency.
-

- **General Responsibilities**

- Prepare technical reports, documentation, presentations, and project progress reports.
 - Coordinate with internal departments, external vendors, consultants, and technology partners.
 - Ensure compliance with organizational policies, security standards, and IT governance.
 - Maintain confidentiality of institutional information and data.
 - Perform any other duties assigned by the Director.
-

- **QUALIFICATIONS & SKILLS**

- Bachelor's degree in Computer Science, Software Engineering, Information Technology, Computer Engineering, Information Systems, or a related discipline.
- Minimum **3 years** of relevant professional experience in enterprise IT operations.
- Strong knowledge of Microsoft 365 administration.
- Strong experience with Microsoft Azure cloud services.
- Experience managing Azure App Services and Azure Virtual Machines.
- Proficiency in ASP.NET Core, C#, Entity Framework Core, REST APIs, MVC architecture and PHP.
- Experience with SQL Server and MySQL database administration.
- Experience with Azure DevOps, Git, and CI/CD implementation.
- Strong knowledge of Windows Server and IIS administration.
- Experience in Microsoft Entra ID and identity management.
- Knowledge of cybersecurity principles and cloud security.
- Experience with troubleshooting enterprise applications and infrastructure.
- Excellent analytical and problem-solving skills.
- Ability to manage multiple projects and priorities simultaneously.
- Strong documentation and communication skills.

- **KEY PERSONAL ATTRIBUTES**

- Highly motivated and self-driven professional.
 - Strong analytical and critical thinking abilities.
 - Excellent problem-solving and troubleshooting skills.
 - Strong communication and interpersonal skills.
 - Ability to work independently and collaboratively in multicultural environments.
 - Ability to manage multiple priorities under tight deadlines.
 - Commitment to continuous learning and professional development.
 - High level of integrity, confidentiality, and professionalism.
 - Results-oriented with strong organizational skills.
 - Service-focused approach committed to delivering reliable, high-performing operational solutions
-

- **LANGUAGE**

The OIC has three official languages: English, Arabic, and French.

For this position, the language proficiencies required are:

- High fluency in English.
- Proficiency in Arabic and/or French would be considered an advantage.
- Proof of language proficiency (IELTS, TOEFL, YDS, DALF, etc.) may be requested.

- **GENERAL REQUIREMENT**

- Must be a national of one of the OIC Member Countries.