

act:onaïd Job Description and Person Specification

Job Title:	IT Officer		
Cluster:	Resource Mobilisation and Innovation Cluster	Team:	Digital and Technology
Grade and Salary:	C	Contract Type:	Secondment/Fixed Term Employment- Until 31 December 2021
Location:	For Secondment - Any AA Location and Fixed Term Employment Johannesburg, Nairobi or London	Budget Holder:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Reports to: (incl matrix reporting)	Head of Digital and Technology		
Direct Reports :	None		
Matrix Reports:	None		
Operational Remit:	Global <input type="checkbox"/> Regional <input type="checkbox"/> Country Specific <input type="checkbox"/> Global Secretariat <input type="checkbox"/>		
DBS (CRB) / Police Check:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Job Role			
Role Overview:	<p>Support IT and administration tasks. Ensuring effective and efficient administration systems and support for GS operations.</p> <p>Responsible for the user adoption of said technologies through, training, coaching and support.</p>		
Areas of Responsibilities	Key Activities		
1. AAI Values Practice & Strategy Change Priorities	<ul style="list-style-type: none"> • Leading Innovation and Change Establish a culture of excellence in respective team that values experimentation and continuous improvement • Feminist Leadership: Championing feminist leadership principles and values including commitment to diversity and inclusion (race, gender, power) • AAI Values Practice: Ensure personal and team culture that demonstrates all of AAI values including: Mutual Respect, Equity and Justice, Integrity, Solidarity with People Living in Poverty and Exclusion, Courage of Conviction, Independence and Humility 		
2. Delivery on Strategic Priorities (Directorate/Cluster-specific - maximum 5 KPIs)	1. Information Systems Maintenance <ul style="list-style-type: none"> • Manage and maintain IT Systems on a daily basis. Ensure that systems are up to date and running smoothly • Ensure data backups of all systems within servers, desktops and laptops. Ensure that all desktops and laptops are set to synchronize date to the server to minimize any loss of data. 		

	<p>Carry out anti-virus updates on servers, desktops and laptops of all staff.</p> <ul style="list-style-type: none"> • Ensure that all systems are accessible and running efficiently on servers and user laptops or desktops. Establish monitoring mechanisms and proactive communication when issues are experienced, or maintenance is scheduled. Liaise with functions to schedule maintenance during non-peak periods. • Ensure that all staff e-mail is connected to synchronise mails with servers when they travel or work from home and have an internet connection.
	<p>2. IT Hardware</p> <ul style="list-style-type: none"> • Control all IT assets as provided for by IT policies and guidelines, and link to finance to ensure recorded on fixed asset register as appropriate. • Ensure that all IT Hardware (laptops, desktops, printers, etc.) are appropriately maintained and thereby minimise outages or downtime.
	<p>3. Customer Satisfaction</p> <ul style="list-style-type: none"> • Provide education to users regarding software and hardware upgrades. • Ensure all users log requests for addition, moves and changes through the IT support system. Monitor closure rates to determine baselines and seek to improve through continuous improvement and report results to the user community. Escalate relevant requests through IT support system and follow-up with external vendors (e.g. Conosco). • Initiate customer feedback and report results to the user community. • On occasion, provide emergency call services for staff outside of working hours. • Carry out regular IT Clinics to ensure that staff is maximising the use of the office application systems. Provide guidance to users on Information Systems. • Support On Boarding and Off Boarding of starters and leavers providing the appropriate equipment, access and induction to ensure these processes run smoothly. • Assist all visiting and field ActionAid Staff, partners and other visitors that require IT support, either remotely or in person.
	<p>4. IT Standards</p> <ul style="list-style-type: none"> • Implement IT standards within the Global Secretariat • Maintain IT security standards for LAN, WAN, Wireless (Private and Guest networks), Server and PCs. • Ensure all meeting rooms are appropriately equipped with communications tools and systems to provide an effective and professional service.

	<ul style="list-style-type: none"> •
	<p>5. Project Implementation</p> <ul style="list-style-type: none"> • Engage with project team to implement IT projects in office (e.g. Microsoft services upgrade to M365 license) • Orient user on changes after implementation of project and ensure the new changes is adopted by user. • Support AA Federaton in M365 administration
	<p>6. Other</p> <ul style="list-style-type: none"> • The role holder will from time to time be required to carry out any other duties that are within the scope of the job. • Act as a Change Agent for the User community • Participate in international IT team meetings and regular conference calls. • Contribute to staff meetings and updates to Office management committees.
<p>Education, Language & Qualifications</p>	<ul style="list-style-type: none"> • Degree in computer science or related field • Working knowledge of the English Language, written and spoken. • ITIL qualification is desirable • Basic Project Management qualification is desirable • CompTIA A+ qualification is desirable
<p>Essential Knowledge, skills and Experience</p>	<p>Technical</p> <ul style="list-style-type: none"> • At least two years experience working as a Microsoft Server/Network administrator • Knowledge of applications within the Microsoft 365 and Azure Cloud is essential • Knowledge of Windows 2008/12 Server, Windows 10 and Exchange 2010/13 as well as VMware is essential • Knowledge of IT hardware and ability to solve simple hardware problems • Proven capability in IT project management. • A good understanding of current and emerging technologies, standards and practices. • Understanding of executing IT projects (software and other) through contracted vendors and suppliers. • Interacting with the user community in scoping and requirements gathering for IT projects.

		<ul style="list-style-type: none"> An understanding of application lifecycle methodologies, cloud technologies, IaaS and SaaS <p>People</p> <ul style="list-style-type: none"> Ability to work in a multicultural context/environment, engage in social justice activism/advocacy and demonstrate innovative practices Exceptional interpersonal skills, being able to work with individuals from diverse backgrounds and international cultures and a strong customer service orientation Ability to work independently with minimum supervision and be proactive as well as strategic in approach A solid understanding of end-to-end process, being able to see tasks through to 100% completion Ability to solve simple to complex problems using a variety of techniques. The ability to adapt and respond positively to a variety of situations and people in order to meet changing priorities in the role and in the Federation as a whole. Able to demonstrate good communication and influencing skills. Willingness and ability to work and cooperatively and supportively with your colleagues, developing positive, open working relationships in order to solve problems and to achieve business goals.
Desirable Knowledge, skills and Experience		<ul style="list-style-type: none"> Fluency in an African, Asian or European language. Experience working with NGO fund-raising, programmes and supporter systems. Solid understanding of ITIL framework and related processes.
Competency Profile		
Leading Organisation	Strategic Perspective	Demonstrate alignment of the Organisation's strategic priorities and goals.
	Change Management	Uses effective strategies to facilitate organisation change initiatives and overcome resistance to change by involving others, listening and building commitment.
	Decisiveness and Agility	Prefers quick and appropriate actions in many management situations, able to adapt and respond to fast changing eco system/environment
Leading Others	Leading Teams	Attracts, motivates, and develops high performing teams.
	Building Collaborative Relationships	Builds productive working relationships with co-workers and external parties, whilst valuing diversity (gender, race, culture).
	Communication	Expresses ideas clearly and concisely; disseminates information about decisions and plans proactively.
Leading	Leading with Purpose and Credibility	Acts in accordance with stated values; has strong commitment to develop, promote and practice AAI's values

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	Innovation and Taking Initiative	Takes charge and proactively seeks new ideas, experiments with new processes/practices that capitalizes on opportunities
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