Education Development Trust

Job Description

Job title: IT & Systems Officer

Group: Education Services Group

Dept./Project/Service: Building Learning Foundations (BLF)

Reports to: HR and Admin Coordinator

Usual office base: Kigali Office

Job purpose:

Assist with providing IT support of the day-to-day BLF staff. The position also aims at coordinating IT related activities for Education Development Trust in Rwanda.

 In addition, providing advice to management on the strategic use of IT to achieve the organization objectives.

Job Objectives:

- Achieves and maintains a thorough knowledge and adherence to established Education Development Trust policies and procedures regarding Ed Dev Trust IT operations.
- Responds to all IT support requests within the stipulated timelines and providing 1st and 2nd Line Support
- Escalates and follows Service desk requests to other IT staff as need be
- Manages IT equipment and maintains up to date inventory
- Manages and monitors IT infrastructure (Power, Servers, LAN and WLAN networks (Meraki), Firewalls, and network equipment) and ensures highest performance
- Maintains and monitors communication infrastructure (Email server, Email firewall, Internet, Telecommunications)
- Resolves infrastructure requests escalated from users
- Plans for and delivers IT training to Education Development Trust staff- BLF Program
- Maintain the current IT environment; principally end user's hardware and cloud services (Office 365, SharePoint and Freshdesk)

- Administers and maintains information security including systems access, permissions, and restrictions.
- Administers and manages the anti-virus system ensuring all systems are up to date
- Administers and manages user accounts including remote users (Office 365)
- Resolves system admin requests escalated from the field
- Keep up to date with software and hardware developments to provide a professional service to all
- Install and deploy desktops and Laptops using Ed Dev Trust standard images
- Ensuring workload issues are escalated where necessary to line management
- Co-ordinate work with any external contractors and suppliers to make sure that best use is made of time and resources
- Monitor security of all technology ensure data/information security is maintained (e.g. through up to date antivirus software) and ensure all hardware is disposed of securely
- Conduct research and provide time to time advice to management on the strategic use of IT to achieve the organization objectives
- Other IT duties as assigned by SSA IT Service Operations

Any other reasonable duty as may be assigned that is consistent with the nature of the job and the safe and effective operation of the organisation.

Scope:
- Working hours according to the requirements of the location supported
- Flexible working will also be required including some out of hours work
- Occasional travel with equipment may be necessary to other sites within Ed Dev Trust

Person specification:

Knowledge

Essential:
- Bachelor's degree in Computer Science, Information Technology or equivalent qualification in a related field.
- Excellent knowledge of Office 365
- Good knowledge of Windows Operating Systems, Sharepoint and other common software packages
- Desktop and Laptop hardware familiarity
- Understanding and application of information security protocols and systems
- An understanding of IT used in education and educational context
- ITIL awareness
- Cisco or MS Networking Professional
- Microsoft Active Directory user administration
- BWO ERP admin

Experience

Essential:

- Minimum of 1-3 years previous experience working in an IT customer service environment
- Use of an incident logging system
- Supplier management experience with specific focus on dealing with third party suppliers of Telecoms, Hosting partners and outsourced services
- Experience of working in an IT Support capacity in a medium or large organisation

Skills

Essential:

- Excellent customer service and telephone skills
- Can think creatively and problem solve
- Good communication skills, including written and verbal interpersonal skills
- Self-motivation, effective time management
- Excellent level of spoken and written English
- Effective time management and organisational skills
- Must be able to use initiative and work under pressure
- Desktop and application troubleshooting
- Desirable:
- Excellent Communication skills at all levels through all platforms
- Ability to work individually or as part of a team
- Ability to train end-users in application and use of software packages

Competency Band: 4

Key Competencies for the role:

Our Values	Key Competency 1	Key Competency 2
Excellence - Creating and Leading Success	Delivering the vision	Motivating Others
Integrity - Supporting and Building Trust	Upholding principles and values	Communicating with impact and empathy
Accountability - Delivering and Improving	Driving performance	Delivering commercial outcomes
Collaboration - Engaging and Partnering	Engaging others to achieve goals	Influencing and negotiating

Education Development Trust is committed to safeguarding and promoting the welfare of everyone who comes into contact with us. We operate a zero-tolerance policy to sexual exploitation, abuse and harassment (SEAH). Applicants must be willing to undergo safeguarding screening appropriate to the post, including checks with past employers and police checks. Successful candidates will be required to sign a safeguarding declaration to confirm that they will abide by the Trust's safeguarding policies and procedures, including, but not limited to, Protection from SEAH, and the Safeguarding Code of Conduct.

Group: IT Department
Department: BLF- Rwanda

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