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| **TITLE:**  IT Assistant | |
| **TEAM/PROGRAMME: Emergency Field Office** | **LOCATION: Kirehe** |
| **GRADE**: 5 | **CONTRACT LENGTH: Open ended** |
| **CHILD SAFEGUARDING: (select only one)**  Level 3:  the post holder will have contact with children and/or young people *either* frequently (e.g. once a week or more) or intensively (e.g. four days in one month or more or overnight) because they work country programs; or are visiting country programs; or because they are responsible for implementing the police checking/vetting process staff. | |
| **ROLE PURPOSE:** The IT & Assistant facilitates the management and maintenance of the IT environment and infrastructure. Provide technical support for efficient and effective IT operations/solutions. The IT Assistant provide effective, customer focused and pro-active administrative service to Kirehe Field Office. He/She may be called upon as and when necessary to support the emergency team in cases of humanitarian crisis. | |
| **SCOPE OF ROLE:**  **Reports to:** IT Officer | |
| **KEY AREAS OF ACCOUNTABILITY**  **IT Support**   * Manage Kirehe Field Office and Mahama Camps helpdesk support system by logging, resolving and escalating support requests from user including but not limited to software, hardware, phone and other communication systems * Manage and support OPEN MRS ( Medical Record system) at Mahama Clinic * Ensure global IT standards, policies and procedures are adhered to * Configure new email accounts and assist users with email related issues; * Provide timely trouble-shooting and other support for hardware/software problems by phone and email to Kirehe field staff and during their workshops; * Ensure regular servicing of ICT facilities and scheduling routine maintenance for Kirehe Field Office and Mahama Camp. * Reporting system failures to the IT team and sharing feedback from users on areas of improvement * Working with and supporting the IT Officer in the management of IT services in country Office when need be * Lead IT initiatives, user awareness and compliance with Global Assurance requirements. * Actively participate in regional working groups for information and knowledge sharing * Coach, empower and build the IT team members for improved service delivery. * Partner with Supply Chain in ensuring timely and value for money IT related purchases are achieved while ensuring SLAs with service providers exists and are adhered to. * Promote a culture of documenting and sharing of best practices using knowledge management tools and sharing monthly reports with the CO team and line manager * Plan and budget for all IT expenditure in consultation with the CO Team and line manager   **IT Network Operations**   * Ensure optimal functioning of Internet link in all offices * Network Infrastructure and technology implementation, network performance management and participate in improvement planning * Managing access controls for all network related services and resources.   **IT Capacity Building**   * Identify user training needs through assessments and tailor appropriate responses * Conduct IT staff capacity building through skills transfer * Training material development for the country office in coordination with HR and CO IT **IT Business Partnering** * Ensure continuous collaboration between IT and other departments for better service delivery * Work with Programmes / CO IT and Global T4D Specialist to ensure use of technology in delivery of programmes. * Inspire innovation through research and business partnering to make IT an enabler for theachievement of SCI’s global strategy and for meeting local demand for tools | |
| **BEHAVIOURS (Values in Practice)**  **Accountability:**   * holds self accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values * holds the team, partners & suppliers accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.   **Ambition:**   * sets ambitious and challenging goals for themselves and their team, takes responsibility for their own personal development and encourages their team to do the same * widely shares their personal vision for Save the Children, engages and motivates others * future orientated, thinks strategically and on a global scale.   **Collaboration:**   * builds and maintains effective relationships, with their team, colleagues, Members and external partners and supporters * values diversity, sees it as a source of competitive strength * approachable, good listener, easy to talk to.   **Creativity:**   * develops and encourages new and innovative solutions * willing to take disciplined risks.   **Integrity:**   * honest, encourages openness and transparency; demonstrates highest levels of integrity | |
| **QUALIFICATIONS**   * Bachelors in Information Technology or Advanced Information Technology Diploma from a reputable institution | |
| **EXPERIENCE AND SKILLS**  **Essential**   * Experience of one to two years preferably in INGO with good background in user support * Strong capabilities in the following products, platforms and areas of expertise: Microsoft Windows 10 32/64 bit; Linux; TCP/IP Networking, DNS, DHCP, WAN; Remote Access * Experience in installing and supporting Hospital softwares such as OPEN MRS ( Medical Record system) is an added value * Demonstrated understanding and proficiency of recent networking, telephony, internet technologies and ability to maintain awareness of current technologies and trends within these areas. * Strong analytical skills and planning abilities. * Ability to establish and maintain conducive collegial relations and perform effectively as a member of a team. * Highly developed interpersonal and communication skills * Good time management and task prioritization ability   **Desireable**   * Experience in property management, admin, and Staff safety and Security tasks. | |
| **Child Safeguarding:**  We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse. | |
| **Health and Safety**  The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. | |