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| Job title: | **IT Administrator & Trainer** | | |
| Job family: | The IT admin will be based in Mbarara office, supporting the Mastercard project being implemented in 1 districts in Uganda as well as support other projects within SACU. They will ensure the smooth and effective running of SACU’s systems whilst providing training . The role is part of a virtual IS team and will work closely with the IS Manager, IS & Database Admin and IS Advisor | | |
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| Dept./Team: | IT | | |
| Reporting to: | Information Systems Advisor | Location: | Uganda, Mbarara |

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| Job purpose: |
| The role is responsible for the smooth and effective running of Send a Cow – Uganda’s systems and forms part of a virtual IS team, working closely with the Head of IT, IS and Database Administrator and IS Advisor. |

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| Key accountabilities: |
| * Support the Ripple Effect IT team in the setup of 11 new offices and 76 staff * Train all Uganda staff on best practise use of systems with an objective to improve Teams, SharePoint and OneDrive usage * Be responsible for asset management and device compliance in Uganda * Manage Uganda’s external IT support company to ensure issues are resolved promptly * Support the implementation of new IT processes across Uganda’s offices * Support the move to a Lean IT environment throughout Ripple Effect Uganda’s Offices * Support the rollout of new applications, i.e. the HR system and new PO system * Implement systems upgrades and IT infrastructure changes in line with SAC’s IT standards * Oversee software and hardware upgrades and installations, and ensure ccompliance with confidentiality and data protection and security laws and policies * Implement security processes for the various systems and network components including MFA & SSPR. * Draft procedures and instructions to promote a better understanding of the use of the IT equipment. * Troubleshoot system and network problems, diagnosing and solving hardware or software faults * Direct any resource within the IT function and ensure all key information sources are running efficiently and provide flawless service to all users. * Providing solutions to system failures or coordinating to solve the issues. * Configuring and monitoring wireless access points in the entire network. * Maintaining and updating Network documentation, operating procedures and business continuity policies. * Travel to field offices to offer support to staff and maintenance of IT equipment. |

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|  | Job Title: | IT Administrator & Trainer | | |
| Contract Type: | Fixed term | Hours: | 40/week |
| Location: | South -Western | Days: | 5/week |
| Salary: | *Circa 35 million USH per year depending on experience* | | |
| Dept. / Region | IT | | |

  Role & Person Specification

   Organizational context

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| **Personal competencies and talents** | **Status** |
| Education/Qualifications   * A technology focused undergraduate degree or a minimum of a diploma in IT/Computer Science. * Pprofessional qualifications in Microsoft, CompTIA & Cisco will be an added advantage     Experience   * 2-3 years’ experience in providing technical support related to hardware and software in a similar role * Good working knowledge of M365 applications such as Outlook, Teams and Sharepoint Online * A good understanding of how, and the skills needed, to maintain reliable computer systems.     Skills/Abilities   * Good interpersonal skills, with ability to explain computer and IT concepts to staff who may have very basic IT knowledge * Able to effectively manage, operate, repair and maintain PC and local office hardware and software applications. * Able to set up and manage internet routers, wifi access points, printers, projectors, scanners * Able to work with PC Laptops, Android Tablets & Satellite phones. * Willingness to work outside regular office hours including weekends when needed       Personal Qualities   * Have empathy with Ripple Effect’s Christian foundation and core values * An initiator, self starter and self-driven * Solution focused * A team player. Flexible. * Understands the importance of confidentiality especially for data. | Essential / Desirable |
| * Previous experience in NGO work. * Previous experience of Intune and Autopilot an advantage though not essential | Desirable |