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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   |