



IT Officer

JOB SUMMARY

The IT Officers are responsible for the organization's day-to-day IT operations, as well as providing technical expertise and support to all staff members. Reporting to the IT Manager, the IT Officers will work closely with all staff members and will undertake various IT projects as necessary.

RESPONSIBILITIES

- Provide support for the installation of new systems
- Participate in implementation management for all systems used by the organization, including change management and post-implementation aftercare
- Provide application-specific training for end users
- In collaboration with the Marketing Team and Events Team, provide technical support for the content updates of the organization's website and other social media outlets
- Keep informed of new technologies and explore opportunities for improving the organization's technology environment, including using TechSoup and related sites
- First line responsibility for day-to-day IT operations, including problem resolution, downtimes, and crisis management
- Follow security procedures to safeguard the organization's data/information from natural disasters as well as malicious tampering
- Assist staff members with the technical development and maintenance of the staff intranet (Podio), including providing training sessions
- Keep the IT Manager informed of significant problems that jeopardize the well-being of the organization, escalating to the Director and the Leadership Team where necessary
- Attend regular staff and departmental meetings
- Any other projects or duties as requested by the IT Manager

DESIRED QUALIFICATIONS AND SKILLS

- Excellent organizational and time management skills
- Handles multiple tasks in a fast-paced deadline driven environment
- Commitment to continuous learning to keep abreast of changes in the technology field
- Excellent written and verbal communication skills
- High level of creativity
- Ability to manage new system implementations, including coordination with external organizations, contractors, or suppliers
- Understanding of website development, and activities associated with website launches/redesigns including menu architecture development, web page layouts and graphic designs
- Experience and skill in working with CSS, HTML, Javascript, PHP, and Wordpress
- Experience of working with web development tools
- Understanding of servers and network services and their architecture
- Experience in developing mobile applications, and an understanding of iOS and Android platforms
- Flexibility concerning work schedule to accommodate evening and weekend meetings
- Bachelor's degree in computer science or related field, or relevant experience