|  |
| --- |
| **TITLE** Application Support Analyst – Combined Apps Team |
| **TEAM:** IT | **LOCATION:** Nairobi, Worldwide |
| **GRADE**: D1 | **CONTRACT LENGTH:** Fixed Term – 1 Year |
| **CHILD SAFEGUARDING:** Level 2:  the post holder will have access to personal data about children or young people, as part of their work; therefore a police check will be required.  |
| **ROLE PURPOSE:** As a member of the Global IT team and reporting into the Combined Apps Team Lead, the post-holder will be one of a dynamic team supporting a range of critical global SCI/SCA applications. The role will provide L2 service and administration for the data gathering applications Kobo Toolbox and CommCare. Additionally, the role holder will have the opportunity to engage with and provide secondary coverage for other global applications supported by the Combined Apps Team. |
| **SCOPE OF ROLE:** **Reports to: Combined Apps Team Lead** **Budget Responsibilities: none****Role Dimensions**: Save the Children Association works in around 120 countries worldwide and employs around 25,000 staff. The Combined Apps team connects with many stakeholders across Save the Children International countries, regions and centre, as well as Save the Children members. This role is key in ongoing business as usual application support. |
| **KEY AREAS OF ACCOUNTABILITY:** 1. **Kobo Toolbox/CommCare L2 support:**
	1. Take ownership of L2 tickets and ensure L3 vendor escalations are meeting the agreed service levels.
	2. Manage escalations from locally based L1 IT.
	3. Manage escalations with vendors.
	4. Participate in review and testing of all regular SaaS updates from Kobo and CommCare vendors
2. **DocuSign Support**
	1. Provide 1st line support for DocuSign, taking lead of the DocuSign Service Desk and ensuring 95% compliance on both the first response and resolution SLAs.
3. **Secondary coverage for other global applications**
 |
| **QUALIFICATIONS** |
| **EXPERIENCE AND SKILLS**Essential* Experience working in IT Service Management, managing and prioritizing an incident queue and ensuring a reduction in recurring issues.
* Excellent customer service and technical troubleshooting skills.
* Proactive and able to communicate effectively with all levels of the organisation including international staff around the world.
* Ability to work independently without direct supervision.
* Ability to work in a geographically dispersed team.
* Ability and willingness to learn and implement new technologies.
* A commitment to the mission, vision and values of Save the Children.

Desirable* Knowledge of, or interest in international development, humanitarian assistance, children’s rights, and current affairs.
* Experience working with Jira.
* Experience working with Kobo Toolbox and/or CommCare.
* Experience working with DocuSign.
* Knowledge of ITIL concepts.
* Experience of managing project activities and deadlines, preferably in an international NGO environment.
 |
| **Additional job responsibilities:**Since the role involves support to end users across different time zones, it may be necessary from time to time to work outside normal office hours, which is compensated by time off in lieu where appropriate. |
| **BEHAVIOURS (Values in Practice**)**Accountability:*** holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values

**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
 |
| **Equal Opportunities** The role holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures. |
| **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. |
| **JD written by: Will Knapman** | **Date: 1st November 2023** |
| **JD agreed by:** | **Date:**  |
| **Updated By:**  | **Date:**  |
| **Evaluated:** | **Date:** |