***The following provides guidance on development of role profiles. This guidance should be used when completing the template. (Please use font Gill Sans MT size 11)***

|  |  |  |
| --- | --- | --- |
| **TITLE:** Information Technology Assistant | **Contract Type:** National only | |
| **TEAM/PROGRAMME:** HR/Admin | **LOCATION:** Saripul Field Office | |
| **GRADE**: NAT 6 | **CONTRACT LENGTH:** Fixed term | |
|  |  | |
| **CHILD SAFEGUARDING:**  **Level 1:**  the role holder will not have contact with children and/or young people, or access to personal data about children or young people, as part of their work; therefore a police check will not be mandatory unless the content or location of the role changes, in which case the Child Safeguarding level will be reviewed. | | |
| **ROLE PURPOSE:** To maintain overall Information Technology set-up of Save the Children in Afghanistan programs by keeping all the computers, printers, scanners, UPS, Stabilizers, networking and the internet system is in a good working condition.  In the event of a major humanitarian emergency, the role holder will be expected to work outside the normal role profile and be able to vary working hours accordingly. | | |
| **SCOPE OF ROLE:**  **Reports to: HR/Admin Senior Officer**  **Staff reporting to this post:** N/A  **Direct:** N/A  **Indirect:** N/A  **Budget Responsibilities:** N/A  **Role Dimensions**: N/A | | |
| KEY AREAS OF ACCOUNTABILITY:  **Key Accountabilities**   * Ensures that all computers are installed with genuine software. * Ensure that all computers are installed with licensed applications. * Ensures that computers are installed with company licensed AV. * Good knowledge of Azure AD. * Good knowledge of SharePoint. * Good knowledge of Cloud computing. * Good knowledge of configuring wireless networks. * Good knowledge of point-to-point installation networks. * Good knowledge of Server 20xx with an updated version * Good knowledge of IT helpdesk system and provide IT support to staff. * Resolve customer IT problems promptly and accurately. * Arrange and purchase all IT related software, hardware equipment etc. * Able to arrange online meetings. * Troubleshoot network and software problems. * Train staff in both hardware protection and software application usage. * Ensure to keep updated IT inventory list of all registered IT devices. * Good knowledge of Office365 and its usage. * Good knowledge of IT security and Data protection. * Able to make field visits to provincial sites where SCI has operation if required. * Carries out other necessary tasks as assigned by the Supervisor. * Weekly network inspection of SCI office and Guesthouses. * Cooperate with all staff in a friendly manner so as to encourage team spirit. * Configuration of IT devices. * Process all postpaid SIM number and maintains the list. * Support staff for external and internal online meetings. * Monitoring internet bandwidth on a daily basis. * Troubleshoot computer issues and report to helpdesk. * Troubleshoot with ISP if there is any downtime issue. * Maintaining city/UPS power for IT equipment in the office. * Inspecting backup IT equipment on a weekly base. * Provide IT indication for new joiners and refreshers for active staff. * Provide IT Safety and Security training to all staff. * Provide IT Data Protection training to all staff. * Flexible with IT support to office and Guesthouses on weekends/after business hours or may be based on need. * Inspection of meeting rooms that IT devices function for meetings. * Inspection of copiers, printers, and scanners. * Work with external IT repair workshops for copiers, printers, and scanners etc hardware issues and maintenance. * Backup of emails in .pst format of those who leave SCI also downgrade his/her postpaid SIM card numbers. * Closely work with Kabul IT team for any new IT project.   **Other Responsibilities**   * Performs other official duties as assigned by the supervisor and by the senior managers of the organization in line with organizations policies, procedures, mandate and strategies. * Contributes to organizational learning and enhanced capacity in planned intervention and activities by providing feedback to the team on things and areas that are to be improved * Contributes to the running monitor of the prevailing security conditions by gathering security-related information. * Assists in ensuring that the necessary measures are in place to ensure security, safety, health, and of well-being Save the Children staff, and other visitors; and that security standards and procedures are strictly adhered to. | | |
| **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 and partners 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**   * BCS degree holder (Network) * At least 2 years of professional experience in relevant position with National international NGOs or UN. * Good knowledge of Cloud computing. * Should be able to solve IT problems in the office. * Fluency in Pashto, Dari, and English. Ability to speak and write in English. * Excellent communication skills. * Able to work under the pressure and be sufficiently flexible in working and weekend hours. * Installation / Maintenance experience. * Accuracy, attention to detail, commitment to transparency. * Ability to learn quickly, strong self-training. * Proficient knowledge/qualification in software package. * Proven past IT experience. | | |
| **EXPERIENCE AND SKILLS**   * At least 2 years of professional experience in relevant position with National international NGOs or UN. * Strong management skills * Good communications skills – written and verbal * Politically and culturally sensitive with qualities of patience, tact and diplomacy * High flexibility * Strong sense of urgency and work ethic. * Can tolerate working under ambiguous circumstances and sometimes difficult situations * Keen with details * Must have the ability if necessary to be able to independently make good decisions to solve problems. * Must be a team player, or ability to coordinate and work well with others. * Understands and believes in Save the Children’s mission and vision; commits to its objectives and willing to adopt Save the Children’s methodology and framework. | | |
| **Additional job responsibilities**  The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of skills and experience. | | |
| **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. | | |
| **Safeguarding our Staff:**  The post holder is required to carry out the duties in accordance with the SCI anti-harassment policy. | | |
| **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:** | | **Date:** |
| **JD agreed by:** | | **Date:** |
| **Updated By:** | | **Date:** |
| **Evaluated:** | | **Date:** |