

IT Officer at Shining Hope For Communities

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Location: Kenya

Category: business-and-financial-operations

Job Description

(adsbygoogle = window.adsbygoogle || []).push({}); Shining Hope for Communities (SHOFCO) is a non-profit organization based in Nairobi, Kenya and New York, NY that combats urban poverty and gender inequity in the slums of Nairobi. Kennedy Odede, who grew up in the Kibera slum, founded SHOFCO in with a focus on youth and gender empowerment. SHOFCO has four initiative areas: education, health, economic and community empowerment, and water and sanitation. The organization is currently active in the Kibera and Mathare slums of Nairobi.

Responsibilities

Provide technical support to all SHOFCO staff for software, hardware, and network issues

Install and configure computer hardware, software, systems, networks, printers and scanners

Maintain and troubleshoot all IT systems, including servers and databases.

Conduct regular maintenance and updates of all IT systems to ensure they are up-to-date and secure

Evaluate and modify the system's performance for increased efficiency and user productivity.

Manage the SHOFCO helpdesk system and respond to user inquiries in a timely and professional manner

Manage and troubleshoot SHOFCO's communication systems, including telephones and

networks.

Develop and implement IT policies and procedures to ensure that all IT systems are used efficiently and effectively.

Provide training and guidance to SHOFCO staff on IT systems and applications.

Work with the Head of IT to develop and manage the IT budget.

Conduct research on new and emerging technologies and make recommendations for their implementation

Maintain the integrity of the systems, server deployment and systems security.

Produce user and support guides.

Assist with other IT-related tasks and projects as needed

Requirements

Academic qualification

Bachelor's degree in Computer Science, Information Technology, Business Information and Technology or a related field

Professional Qualification

Certification in Information Technology related professional courses

Other requirements (unique/job specific)

Working knowledge of infrastructure including servers, storage, firewalls, routers etc. or working knowledge of the software (APIs, programming, configuration).

Working experience in G-Suit applications, SAP, web applications, AWS and MS Azure will be added advantage.

At least three years of experience in IT support or a related field in a busy work environment.

Strong technical skills and experience with computer hardware, software, systems, networks, printers and firewalls.

Functional Skills

Ability to diagnose and troubleshoot technical

Documentation

Excellent problem-solving skills

Organizational skills

Knowledge of emerging technologies and their potential applications in the non-profit sector

Behavioural Competencies/Attributes:

Following procedures

Establishing rapport and good collaboration

Inviting feedback

Excellent written and verbal communication skills

Position Objectives and Responsibilities

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