

TITLE: Information Technology Officer (IT Officer).	
TEAM/PROGRAMME: Egypt Country Office	LOCATION: Cairo, main office with 10% Travel to Upper Egypt offices.
GRADE: 4	CONTRACT LENGTH: Annual contract with the possibility of extension based on performance and budget availability
<p>CHILD SAFEGUARDING: Level 3: the responsibilities of the post may require the post holder to have “possible” contact with or access to children or young people, individually or in groups.</p>	
<p>ROLE PURPOSE: Save the Children implements lot of program & projects in the Health, Education, Livelihood, etc The IT Officer will be responsible to troubleshoot the IT equipments, network and infrastructure including computers, printers, switches, routers ...etc maximizing using Jira ticketing system, manage the IT assets owned by Egypt country office, ensure data protection and security measures in place while dealing with the organization data, managing the new comers related tasks, manging the related tasks of the staff leaving SCI Egypt CO, ensure proper printing solution in place, respond to IT reports required by the donor,</p>	
<p>SCOPE OF ROLE: Reports to: Information Technology & Knowledge Management Manager Staff directly reporting to this post: Information Technology Assistant(s) & IT Volunteer(s) “if applicable”. Role Dimensions: The post holder will deal with Egypt CO staff, Regional IT team with the Centre Office, with the IT in the other regions, the technical hubs and IT vendors.</p>	
<p>KEY AREAS OF ACCOUNTABILITY: I. Troubleshoot the IT equipments, Network and infrastructure:</p> <ul style="list-style-type: none"> ○ Administrating day to day hardware, network and infrastructure equipments required troubleshooting including laptop, desktops, printers, data shows, networks switches, routers etc, ○ Respond to the users day to day troubleshooting requests using Jira ticketing system, ○ Administrate using Jira ticketing system to maximize its usage, ○ Ensure the Jira ticketing system KPIs in line with the required timeline rates, ○ Ensure remote solutions for remote troubleshooting is running smoothly, ○ Ensure the Internet connections is monitored, secured, running effectively stable and in a good speed, ○ Ensure the Internet service is compliant with “BW/users” SCI requirements, ○ Ensure the ISP is committed Internet speed and contention ratio, 	

2. Manage Egypt CO IT assets:

- Maintain the IT equipments database,
- Ensure the IT equipments Database is updated on spot upon any changes,
- Ensure all network Hardware (like switches & APs) meet SCI minimum standards for deployments & configuration.
- Work closely with the Supply Chain department to ensure inventory System is running smoothly,
- Manage the IT equipments database,
- Ensure all procured IT equipments meet SCI standard specifications and configured accordingly,
- Manage IT equipments need to be disposed regularly and act as per Asset Management manual,
- Leading the process of donating/selling old equipments as required,

3. Ensure data protection measures in place:

- Ensure that the Data Protection policy is followed by users,
- Follow up the Data Protection SOPs during daily tasks,
- Train staff on the Data Protection Policy and encourage them to apply it,
- Ensure the global Antivirus solution in place, updating and running smoothly,
- Ensure the encryption solution in place and configured for all computers,
- Ensure the MFA mechanism is running smoothly,
- Ensure SCI Egypt CO accounts are maintained properly,

4. Administrating the network Hardware and infrastructure security standards:

- All non-SCI devices required Internet should connect to guest network or other segregate network.
- Ensure all network devices has the most updated firmware and batches,
- Ensure the network devices are physically secured and properly accessed,
- Ensure the IT unattended equipments are securely managed,
- Work closely with the Regional Office & Technical Hubs to ensure SCI global standard are met,

5. Managing SCI Egypt CO new comers IT needs:

- Manage creating the new comers SCI Accounts,
- Work closely with the HR department to ensure the new comer account is created by the HR system,
- Work closely with the PMs & Department leads to determine the new comers IT needs,
- Prepare the IT needed equipments and deliver it to the new comer,
- Orient the new comer on starting the IT received devices,
- Ensure the new comers are configured to use printer solution,

6. Managing related tasks for staff upon leaving SCI Egypt CO:

- Receive the IT equipments from the users that leaving the organization,
- Ensure a proper data exist on the computers of the users & report in case of expecting data loss,
- Backup the users data on external device (E-mail, excel, word documents, pics videos, etc)
- Manage the users SCI account, reset the password, disable the account, manage deleting the accounts,
- Arrange moving data of the users that leaving the organization to project/department team properly,

7. Responsible for preparing the IT reports required by the donor:

- Work closely with the Award & Program team to respond the donor required IT reports,

- Ensure the required IT Donor reports is adapted/matched with the actual IT hosted equipments,
- Determine and update the required report VS quantities, status, etc

8. Ensure Proper printing solution available for all staff:

- Configure the printers and ensure network connectivity,
- Ensure users have connection to printer(s) properly,
- Ensure the printer consumables (toners & Drums) are always available (in stock),
- Ensure a printer maintenance mechanism is in place,

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 him/her and their team, takes responsibility for their own personal development and encourages his/her 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 the team, colleagues, Members & 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.

Communications:

- Ensure smooth communications internally & externally with Different parties, Regional Office, Centre, technical hubs, other regions IT teams Program & Program support staff and IT vendors,

Budgeting:

- Assess the IT needs, equipments and services and estimate the needed budget accordingly.

Integrity:

- Honest, encourages openness and transparency; demonstrates highest levels of integrity.

QUALIFICATIONS

- Education: BA, in Computer Science/Engineering or relevant field,

Desirable

- MS related certifications

EXPERIENCE AND SKILLS

Essential:

- Minimum 6 years experience in supporting medium to big entity,

Desirable

- Has Previous work experience with INGOs, with multi geographic locations,

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.

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: Medhat AbdelGaber	Date: 24 July 2023
JD agreed by:	Date:
Updated By: Medhat AbdelGaber	Date: 10 March 2024
Evaluated:	Date: