**Role Profile**

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| **Overview** | | |
| Role | IT Administrator (Uganda) | |
| Main Purpose | To administer the global IT estate (with particular focus on the African countries) to ensure that systems, applications and solutions effectively and securely support the organisation’s activities.  To provide remote IT support to, and knowledge transfer across the global userbase (with particular focus on the African countries).  To provide *hands-on* support for in-country IT assets. | |
| Department | Operations | |
| Location | Kampala, Uganda | |
| Reporting To | Head of IT and Solutions | |
| **Main Duties** | | |
| * Administration of the Microsoft 365 environment and other cloud-hosted systems as required * To provide in-person support and remote support to the global userbase * To facilitate the transfer of knowledge across the global userbase about effective use of technology * The hands-on support for in-country IT assets such as the equipment located in the main offices, Lighthouses, regional hubs etc., as well as end-user equipment that is brought into these locations * Prepare equipment for new starters (e.g., laptop), access to relevant systems (incl. M365 SharePoint, M365 email etc.) and assist with the on-boarding procedure * Trouble shooting system (e.g., PCs, Email, Data security, Internet problems), diagnosing and solving issues with hardware/software * Ensure anti-virus and MS Windows security update, and data backup on all computers * Monitoring and Troubleshooting systems (e.g., printers, laptops, security access systems, video conference systems etc.) * Installing new software and hardware components as needed * Regularly evaluating our IT systems to ensure they meet the necessary demands * Ensuring data storage is safe and secure * Educate the userbase on aspects of information security * Educate in use of SharePoint, emailing, filing and organising of their folders etc as necessary * Maintain inventory of all electronic devices at Hope for Justice * Maintain all devices up to standard with our IT and Data protection policies and procedures * Other tasks assigned by Line Manager   **For all roles:**  Understand and uphold the standards outlined in the Hope for Justice Safeguarding policies, acting with due care and attention to safeguard the wellbeing of anyone that comes into contact with our work and reporting concerns if they do arise. | | |
| **Key Result Areas** | | |
| * Accurate and timely administration of the Microsoft 365 environment * Timely response to requests received into the IT Help mailbox * Development and alignment of global IT policies and practices * Proactive information dissemination and user training | | |
| **Soft Skills** | | **Technical Skills** |
| * Inquisitive * Finisher / completer * Attention to detail * Good people-interaction skills * Good communicator in English (verbal & written) * Integrity * Honesty | | * In-depth knowledge of Microsoft 365 * Knowledge of Windows 10 / 11 * Familiar with computer hardware * Knowledge of TCP/IP networking * Knowledge of mobile device management * Experience in PowerShell a bonus |
| **Experience & Education** | | |
| * Relevant qualification in computer science or similar subject * 2 to 3 years minimum working in an IT department administering Microsoft and/or Google collaboration platforms | | |