IT Specialist – System Administration and Technical support at VillageReach

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Job Summary

Vacancy :
Deadline : Jan 01, 1970
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Employment Status : Full Time
Experience : 5 - <10 Years
Salary :
Gender : Any
Career Level : Mid Level
Qualification :

Job Description

Key Responsibilities

• Troubleshoot technical issues pertaining to organizational wide collaboration tools, identity management, and endpoint systems within the workplace infrastructure.

• Provide, primary support and coordinate resolution for IT support tickets, addressing maintenance needs, System administration for all solutions and cloud-based business systems.

• Assist users with data and analytics queries, troubleshooting SQL databases, Power BI reports, and dashboards, ensuring swift issue resolution and continuous improvement.

• Conduct comprehensive IT training sessions and offer guidance to internal users for effective tool utilization.

• Develop and maintain accurate IT-related documentation, ensuring relevance and precision.

• Manage procurement, setup, and disposal of IT equipment while maintaining an up-to-date asset inventory.

• Configure and maintain the IT infrastructure at the Nairobi regional office, including network connections, computers, projectors, and communication devices.

• Drive end-to-end execution of modern workplace projects, collaborating with stakeholders from concept to implementation and scaling of digital tools.

• Establish cohesive and collaborative environments within Microsoft 365 and other digital platforms to enhance organizational productivity.

• Evaluate and spearhead the development of Microsoft 365 services, including Teams, Intune, SharePoint, and workflow automation solutions.

• Facilitate training sessions for capacity-building and support during the implementation and maintenance of IT and digital solutions.

• Collaborate closely with global IT teams, providing initial contact and support for various programs and digital health tools.

• Undertake additional duties and responsibilities as assigned, showcasing adaptability and flexibility.

Competencies: The following competencies reflect what is expected of all VillageReach employees; including examples of how one might demonstrate each of these competencies in one's role.

• **Personal Motivation and Drive:** Is self-directed in one's approach to work, but asks for help when needed; holds oneself accountable; undertakes self-development activities; seeks to build and master new skills; looks for and takes advantage of opportunities within the organization.

• **Collaboration & Effective Communication:** Establishes and maintains effective relations with coworkers, partners & stakeholders and external parties; works collaboratively with others to accomplish organizational and team goals and objectives; works actively to resolve conflicts; expresses ideas and thoughts effectively; selects and uses appropriate communication methods and maintains meaningful communication with virtual coworkers and other parties to keep them informed.

• **Commitment to Diversity & Inclusion:** Takes personal responsibility for and supports others across the organization in creating and sustaining a diverse work environment where individuals are welcomed, valued, respected and supported; personally committed to attaining cultural competency including self-awareness of one's own attitudes about culture and cross-cultural interactions; exhibits the willingness and ability to engage openly and respectfully around issues of race, colonialism, identity and culture; upholds equity in access to sharing of information, ideas, and opportunities throughout VillageReach.

• **Commitment to Excellence:** Produces a high output of work, both in terms of quality and quantity; looks for ways to improve and promote quality; monitors work to ensure quality; has a personal commitment to the mission of VillageReach.

• **Solution Orientation & Innovation:** Focuses on results and desired outcomes and how to best achieve them; gets the job done; sees opportunities for creative problem-solving while staying within the parameters of good practice; sees old problems in new ways and has novel approaches to solving those problems; contributes original and/or resourceful ideas to their area of responsibility; is able to consider and articulate risks and consequences of proposed innovations and factor these into decision-making

Requirements To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. **Supervisory Responsibilities:** This position has no supervisory responsibilities. **Experience and Education:**

• Bachelor's degree in computer science or a related field, providing foundational knowledge in IT concepts and practices.

• Proven experience in developing, customizing, and implementing Microsoft suite products, including O365 administration, Azure, Viva suite, MS Project, Intune, endpoint solutions, and threat mitigation tools.

• Demonstrate certifications in ITIL, Microsoft 0365, Azure administration, SQL database, and analytics tools like PowerBI and Microsoft Synapse.

• Demonstrate hands-on experience in MS platform development, especially in SharePoint and Azure customization for organizational Intranet and workflow automation.

• Minimum of 5 years' experience in a technical support role, engaging with diverse business users and field program teams, ensuring effective technical assistance and problem resolution.

• Proven ability in troubleshooting computers, mobile devices, printers/scanners, email-related issues, and various business systems, including ERPs.

• Proven track record in configuring and maintaining diverse cloud solutions such as Helpdesk, IT asset management systems, security protocols, networking, and analytics systems using SQL databases and visualization platforms like PowerBI.

• Familiarity with open-source IT support systems and device management tools, showcasing readiness to embrace evolving digital health tools and technologies as they emerge.

Other Qualifications:

• Strong analytical and problem-solving skills, crucial for resolving complex technical issues efficiently.

• Excellent communication skills to interact effectively with diverse teams and stakeholders.

• Capacity to adapt and learn new technologies swiftly, staying updated with emerging trends in the IT landscape.

• Comply with VillageReach's COVID-19 vaccination policy which requires full vaccination for in-person work or travel.

• Established cultural competency in partnering with racial, cultural and linguistically diverse groups.

• Demonstrated understanding of challenges with working in rural, underserved and low-income context; experience living in and/or working in a low-income country a plus.

Method of Application

Interested and qualified? Go to VillageReach on jobs.workable.com to apply

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Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits