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| Job Title: | SharePoint & IT Systems Analyst |

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| Classification: | Grade 3 | Direct Reports: | 0 |
| Work Location | London, UK | Travel Required: | - Geneva, Biannually- Country office as required |

The Global Alliance for Improved Nutrition (GAIN) is driven by the vision of a world without malnutrition. GAIN is a Swiss based foundation, operating internationally, that mobilizes public-private partnerships and provides financial and technical support to deliver nutritious foods to those people most at risk of malnutrition.  The organization is delivering improved nutrition to an estimated 1 billion people in more than 30 countries, half of whom are women and children. This is achieved through nutritional products such as fortified cooking oil and flour in Africa, soy sauce in China and biscuits in India, as well as specialized products for infants and young children, and through interventions to improve the quality of food along agricultural value chains.

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| Description |
| Overall Purpose:The role comprises of SharePoint site management, deployment of Office365 components and IT operational responsibilities. The individual will be responsible for development and maintenance of the SharePoint Online intranet. Assisting and leading projects, upgrades and initiatives within the scope of IT/IS systems and overall GAIN Strategic Objectives including the implementation of Office365. Assisting with the maintenance, development and upgrade of internal systems including Finance, HR, conference and collaboration systems. To ensure customer service is maintained to a high level by managing and reporting on the Service. Documentation and administration of information systems. The individual will have knowledge and experience in implementing business improvement strategies and team capabilities to meet with GAIN internal objectives. Supporting the Head of IT in all areas of maintenance and development of the network, IT/IS systems and infrastructure.GAIN uses an MSP (Managed Service Provider) to triage and resolve 1st to 3rd line IT Support requests along with IT core infrastructure management. |
| Tasks and Responsibilities:* Development and improvement of GAIN Intranet on SharePoint Online
* Manage SharePoint Online forms, workflows and content
* Continue the rollout of Office365 components including Teams and OneDrive
* Provide support for all applications and systems used by the organisation
* Responsible for providing a professional, customer centric service to agreed organisational SLA’s
* Responsible for the provision of technical advice and direction in their functional area
* Supervise the MSP Service Desk to ensure that a high level of customer satisfaction is maintained, and escalation tickets are avoided
* Assist with tickets that require escalation from all levels of the Support line
* Assist in managing and troubleshooting the network and servers including upgrades which may take place out of office hours
* Responsible for the effectiveness of working relationships within their functional area and wider stakeholders
* Responsible for using project management methodologies, principles and techniques to develop project plans and to cost, resource and manage projects
* Contribute to the design, development and delivery of the IT/IS Strategy and co-ordinate the input of staff in planning activities or solutions
* Provide advice and guidance on potential options to meet defined strategic objectives
* Identify and manage key risks associated with the objectives of the Service
* Ensure functional activity and resources are aligned to the delivery of the IT Strategy
* Responsible for identifying and evaluating inefficiencies and recommending optimal business and system functionality and behaviour
* Responsible for deploying functional solutions, such as creating, adopting and implementing system test plans, which ensure acceptable quality and integrity of the system
* Assist in creating user and training documentation, and conducting formal training classes
* Coach, mentor, motivate and supervise project team members and contractors and influence them to take positive action and accountability for their assigned work
* Assist with administration and management of all other GAIN IT Systems
* Troubleshoot and resolve issues for both end users and the back-end environment
* Assist with ensuring that systems availability, reliability and stability are maintained according to GAIN operational performance objectives
* Assist with the audit of systems and support the implementation of Disaster Recovery and Business Continuity Plans across the organisation
* Support the Head of IT in ensuring licensing compliance across GAIN
* Maintain accurate IT records to reflect all changes
* Responsible for ensuring that all actions comply with IT Policy and Procedures
* Documentation of internal systems and administration of lists and information systems.
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| Key Organizational Relationships* Reports to the Head of IT
* Director of Strategic Operations
* Strategic Management Team
* All GAIN Staff
* Managed Service Provider (3rd Party Outsourced IT Support)
* External vendors, suppliers and consultants.
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| Job Requirements |
| Skills, Attributes and Competencies* Highly proficient in the design, development and management of SharePoint Online
* Experience of developing SharePoint sites / pages
* Experience of implementing and deploying Teams & OneDrive
* Demonstrable people management & team working experience.
* Ability to plan and manage project resources in an organisational environment. Ability to motivate and drive delivery teams
* Demonstrate a very ‘hands on’ approach to learning and personal development
* Experience taking requirements and generating designs to implement solution
* Excellent written and verbal communication skills, strong stakeholder management, and ability to champion the project vision, outcomes and benefits
* Understanding of the importance of people, process, and organizational change to IT project, ability to coach and manage in this area where necessary
* Continuous attention to technical excellence and good design
* Significant personal drive balanced with a passionate, engaging, encouraging and motivating approach
* An effective communicator, with a natural flair for influencing and securing buy-in from a variety of stakeholders including senior management, clients, and other departments
* Experience working in a team-oriented, collaborative environment is essential
* Ability to effectively prioritise and deliver tasks in a multi-cultured environment
* Highly organised with a strong attention to detail
* Excellent interpersonal skills
* Ability to communicate effectively to both technical and non-technical staff
* Strong understanding of ITIL and Project Management methodologies such as Prince2, APM, Agile
* Proficient in the use of Microsoft Office 2010 and above
* Proficient in Windows10 and MacOS operating systems
* Knowledge of SharePoint 2010, ideally to include Workflow’s, InfoPath and SharePoint Designer
* Knowledge of systems such as; Salesforce, SQL, Microsoft Dynamics NAV 2016, Sage People, Workplace by Facebook, Zoom, Skype and Skype Manager are advantageous.
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| Experience:* Minimum of 3 years’ experience in a similar role incorporating SharePoint Online and Office365
* Experience in assisting and managing the operations of an IT/IS team
* Experience of using, supporting and maintaining Microsoft business applications
* Experience of using, supporting and designing IT/IS Systems proficient for Business as Usual
* Experience using Microsoft Dynamics, server technologies and platforms (including SQL, and Exchange Servers) is advantageous.
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| Education:* University degree or equivalent in the field of computer science, Information Systems or Business Administration. Alternatively, equivalent hands-on experiential development.
* Hold or have experience using technical certifications like MSCE, ITIL, APM PMQ.
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| Other Requirements* Fluency in English is mandatory.
* Eligible to live and work in the UK.
* Exposure to working in a global, multi-lingual, multi-cultural environment is advantageous.
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