

Global Alliance for Improved Nutrition

Job title:	Information Systems Technician
-------------------	--------------------------------

Classification:	Grade 3	Direct reports:	0
Work location	Nairobi, Kenya	Travel required:	Quarterly visits to Africa Country Offices as required

The Global Alliance for Improved Nutrition (GAIN) is a Swiss-based foundation launched at the UN in 2002 to tackle the human suffering caused by malnutrition. Working with both governments and businesses, we aim to transform food systems so that they deliver more nutritious food for all people. In particular, we aim to make healthier food choices more desirable, more available, and more affordable. GAIN's mission is to advance nutrition outcomes by improving consumption of nutritious and safe food for all people, especially the most vulnerable to malnutrition.

DESCRIPTION
<p>Overall purpose</p> <ul style="list-style-type: none"> GAIN is a growing organisation and is seeking an additional member for the IT team. This is an exciting opportunity which will provide the successful candidate with a wide range of experiences across the IT spectrum. The primary responsibility of this role is to assist with the administration of the IT department which ranges from general IT administration through to liaising with the IT Support function to ensure that high levels of support are maintained. This new role will also be involved in product/systems development and IT project level support. The purpose of this position in Nairobi is to provide a global reach with a presence and focus in Africa. As such, the successful candidate is expected to work to a global level, interacting and liaising with staff and suppliers and all locations as well as IT support to colleagues in the Kenya office. Some travel outside of Kenya, mainly to our other offices within Africa may be required on a need basis. Examples may include; to complete an inventory, to assist with office moves or to assist in an engagement that requires a presence from the global IT team. <p>About the team</p> <ul style="list-style-type: none"> The IT setup at GAIN comprises of an internal IT team that manage the internal applications, the development of IT systems and the IT strategy. 1st to 3rd line IT Support and hardware infrastructure management is outsourced to Managed Service Provider (MSP), closely monitored and overseen by the internal IT team. Additional local support is contracted to each GAIN office. The migration to a Cloud level infrastructure is in progress and at a very mature level. At present, the IT team are located in the UK and India.

Global Alliance for Improved Nutrition

Tasks and responsibilities

IT Support

- Monitor IT Support tickets and provide a bridge between the outsourced support and internal technical teams
- Incident reporting
- Assist with the escalation of user requests or issues where necessary to all levels of the support line
- Regularly check monitoring systems and report any abnormalities or flagged issues
- Review user accounts and ensure access is assigned correctly

Assets, Software and Procurement

- Develop and manage IT Asset management across the organisation
- Maintain Software and Licence inventories
- Administration for the procurement of IT hardware & software
- Organisation of contracts and notification of renewals
- Assist with the maintenance of office IT hardware

IT Systems

- Support with Systems testing and fault logging
- Review documentation, policies, procedures and administration of information systems in use at GAIN
- Assist with internal communication and report on user acceptance of systems
- Record configuration and major changes in a Change Management database

Other

- Provide local support to the Kenya office staff
- Learn and understand the application of the various IT systems in use at GAIN. Understand the needs of the organisation and assist the IT team to provide a forward-thinking strategy focused on providing excellent levels of user support.

Key organisational relationships

- Reports to the Head of IT
- Kenya Country Director
- Director of Strategic Operations
- Strategic Management Team
- All GAIN Staff
- Managed Service Provider (3rd Party Outsourced IT Support)
- External vendors, suppliers and consultants.

JOB REQUIREMENTS

Competencies

- Excellent communication skills, written and verbal
- Highly organised with a desire to document and record useful information
- Ability to communicate effectively to both technical and non-technical staff
- Focused on providing excellent customer service. ITIL desirable.
- Ability to effectively prioritise and deliver tasks in a multi-cultured environment

Global Alliance for Improved Nutrition

- Proficient understanding and knowledge in the use of all Microsoft Office365 applications (Outlook, Excel, Word, PowerPoint, Microsoft OneDrive)
- Proficient in Windows10/11 and MacOS operating systems
- Knowledge of Microsoft SharePoint Online
- An understanding of Salesforce, SQL, Microsoft Dynamics NAV & Business Central, Sage People, Workplace by Facebook, Zoom is required. Experience developing these systems is advantageous.
- Working knowledge / experience of using and managing Salesforce would be desirable

Experience

- Proven experience in a similar role within an IT services team.
- Experience working in a team-oriented, collaborative environment is essential
- Experience of collaboration and video conferencing tools
- Working knowledge of the Microsoft Office365 application suite
- Exposure in a corporate environment of SharePoint, Teams and OneDrive

Education

- University degree or equivalent in the field of computer science and information systems. Alternatively, equivalent hands-on experience.
- Experience or certification of MCSE, ITIL, PRINCE2, APM PMQ would be advantageous.

Other requirements

- Fluency in English is mandatory
- Willingness to travel
- Eligible to live and work in Kenya
- Exposure to working in a global, multi-lingual, multi-cultural environment is advantageous

WHAT GAIN OFFERS

- Flexible working hours
- Friendly working environment
- Professional development opportunities