

IT ASSISTANT

Organisation Overview

The Pharo Foundation (hereafter “the Foundation”) is a privately funded entrepreneurial organisation that runs philanthropic programmes as well as for-profit Pharo Ventures. The Vision of the Foundation is an economically vibrant and inclusive Africa. The Mission is to achieve our vision by investing in Africa’s human and physical capital with a strong focus on job creation.

Established in 2011 as a UK based non-profit, the Foundation has since made a strategic shift to directly design and implement its own programmes to ensure greater engagement with communities, better results and increased accountability. The Foundation has carried out numerous projects in East Africa, with a focus on Ethiopia and Somaliland. The key themes for the philanthropic side of the Foundation are education, health, water and agriculture. At the end of 2019, the Foundation started its Pharo Ventures franchise to prioritise sectors where the Foundation believes a real impact can be made by establishing self- sustaining businesses, which focus on job creation.

Headquartered in London, the Foundation has an operational Head Office in Nairobi, Kenya with country offices in Ethiopia (Addis Ababa and Assosa), Somaliland (Hargeisa) and Rwanda (Kigali) with further expansion plans in East Africa.

Position Summary

We are looking for a highly motivated and proactive IT Assistant to join our team. The IT assistant will assist the IT Administrator with all IT related functions. He/she will serve as the first point of contact for staff seeking technical assistance at the office and Pharo Schools whether it is over the phone or email. This position requires a technically savvy individual who is extremely well organised and adept at communicating both verbally and in writing with stakeholders across the organisation.

Job Title: IT Assistant
Reports to: IT Administrator
Job Location: Hargeisa, Somaliland
Duration: Fixed term (12 months)

Functional Relationships:

Pharo Foundation Head Office Somaliland team and the Pharo Schools team.

Key Duties and Responsibilities:

- Assist in installing and configuring computer hardware, software, systems, networks, printers, and scanners.
- Providing technical support across the organisation in person or over the phone.
- Resolving support related issues (i.e. malfunctions, service requests etc.) from all employees whether inside or outside of the office.

- Suggesting possible improvements to the IT infrastructure and undertaking projects to complete these.
- Ensuring user satisfaction through timely completion of support cases.
- Operation, maintenance and further development of internal organisation networks.
- Implementation and control of daily data backup.
- Identify the needs of new systems or updating of existing systems.
- Maintain documentation of the security systems regarding the operation and administration of network systems.
- Provide technical support to the office team and Pharo (Kindergarten, Primary and Secondary) Schools.
- Work collaboratively with ICT Teachers at the Pharo Schools to make sure the internet and computers are working efficiently.
- Diagnose and resolve any security vulnerabilities related to hardware, software, or connectivity issues with minimal delays.
- Carry out the implementation of systems to guarantee the security and integrity of data.
- Analyse user requirements and propose suitable solutions.
- Carry out ad-hoc daily and weekly tasks as required by the IT Administrator.

Qualification Requirements:

- Bachelor Degree in Information Management Systems /Computer Science or related field.
- Minimum 3 years of relevant experience in the field of information technology, management of IT and telecommunication services and systems, including hardware and software.
- Specific experience of developing using Python, Java J2se, PHP, MySQL, dot net and C#. Microsoft certified MCP/MCSA/MCSD/MCSE an advantage.
- Master at standard operating systems (Windows Server 2003, UNIX / Linux) and at least one associated language.
- Ability to write technical documentation for users on applications and systems, etc.
- Demonstrated experience in applying good judgment in the context of the given task.
- Experience in IT technical skills in deployment, roll out, setup of tablets, laptops and desktop computers.
- Able to read and understand technical manuals, procedural documentation, and OEM guides.

Behavioural Competencies:

- Excellent analytical thinking and problem-solving abilities.
- Excellent interpersonal and communication skills with the ability to manage sensitive and confidential situations with tact, professionalism, and diplomacy.
- Strong written and oral communication skills.
- Ability to present ideas in user-friendly language.
- Self-motivated and directed.
- Keen attention to detail.
- Analytical and problem-solving abilities
- Ability to effectively prioritise and execute tasks in a high-pressure environment.
- Ability to work in a team-oriented, collaborative environment.

- Strong customer-service orientation.
- Ability to work in a fast-paced environment, prioritise and perform under pressure as needed.
- Must be dependable, able to follow instructions and respond to management direction.

Application Procedure

This position is open to both female and male nationals from Somaliland.

Review of applications will begin as soon as they are received, and only **complete** applications will be considered. In the event that an outstanding applicant is identified early in the search process, we reserve the right to appoint before the deadline. For this reason, we encourage interested candidates to apply at the earliest possible time.

Due to the high volume of applications, we regret that we will only be able to contact short-listed candidates.

How to apply

Interested candidates, who meet the above requirements, should submit their application through email to Recruiting.SL@pharofoundation.org with the subject line **"IT Assistant"**.

Requirement:

1. A detailed CV and Cover Letter
2. An essay of no more than 1,000 words outlining the experience you have gained that makes you the most qualified candidate for the role
3. A list of a minimum of four references with current email address and phone number.
4. State on your application where you saw the advert for this position.