

Job Description – IT Coordinator

Position: IT Coordinator

Reports to: Global IT Manager

Based: Tamale, Ghana

Contract: A fixed-term contract of two (2) years with a possibility of contract renewal depending on how our Ghana scale-up programme is progressing.

Hours: Full-time, 8 am to 4 pm Monday to Friday, with 1 hour for lunch.

Compensation: Band 4

Benefits: Benefits include basic, medical insurance for the employee only. We also offer Tier 3 SSNIT (3% contribution). Lively Minds is passionate about learning and development. We offer all staff access to internal and external learning opportunities. We are unable to offer any financial support for relocation. However, new staff may be permitted to stay on a short-term basis in shared office accommodation if there is a room available in the office. These rooms will be allocated on a first-come-first-serve basis.

About us

Our mission is to get preschool children in rural Africa school-ready. At present over 250 million children worldwide fail to receive the education and care they need in their early years which means they are less likely to do well in school, find gainful employment, and are at greater risk of early marriage, early parenthood and even criminality. Current approaches to solving this crisis are not proving effective or scalable in lower middle income countries.

That's where Lively Minds comes in. We have developed an award-winning Early Childhood Development programme that has been proven through randomised control trial to improve cognitive and socio-emotional skills and reduce malnutrition for pre-schoolers in hard-to-reach communities school-ready, so they have a greater chance of succeeding in school and in life. The programme provides marginalised Mothers with a parenting course that empowers them to run educational Play Schemes for pre-schoolers and to provide better home-based care, using cheap local resources. In addition, we started a radio programme for parents during COVID and this has now become a permanent fixture. The programme is delivered through government partners, is cheap and highly scalable. It genuinely has the potential to play a transformative role in ending the global ECD crisis.

We are extremely proud that the Government of Ghana have now adopted the programme and we have a ground-breaking partnership with them to support them to institutionalise it, fund it and to scale it to 60 education districts, reaching over 4000 communities and 1 million children. In addition, an award-winning international research team are conducting a further randomised control trial to help us understand its impacts at scale. We see this as the test

case that will provide the blueprint to take the programme to scale it to a new country within the next few years.

We're a lively ambitious organisation, determined to have a major positive impact on the world. We work hard, at a fast pace, in a challenging environment. We expect everyone to give their best to achieve the best possible results. Our work is demanding but provides plenty of opportunity for innovation, responsibility, growth, collaboration, creativity and fun. We want all staff to be happy, fulfilled and to feel appreciated and valued in their work.

To find out more about our programme, please visit www.livelyminds.org.

About the role

The IT Coordinator is responsible for ensuring efficient support in all aspects of the organisation's IT systems and services in Ghana and, where required, globally. Additionally, the role includes responsibility for ensuring the security and integrity of computer operations and systems development in accordance with plans and policies. The post holder will facilitate training staff and GES colleagues in how to use IT systems. This role will require some travel to our offices in various Regions of the country. The IT Coordinator will line manage the IT Officer.

Main Duties and Responsibilities

Systems set-up, maintenance, and technical support

- Install and configure IT hardware, software, systems, networks, printers, and scanners
- Monitor and maintain computer systems and networks
- Respond in a timely manner to service issues and requests from IT Officer, escalating to Global IT Manager where required
- Providing technical support to Ghana LM staff as well as to the global team where required
- Repair and replace equipment as necessary
- Lead in the recommendation of and procurement of IT hardware within LM financial and procurement protocols
- Ensure security of IT infrastructure maintenance/monitoring of antivirus, patching, and network monitoring
- Undertake proactive research into system upgrades
- Perform desktop and laptop computer support, including performing routine preventive maintenance (disk scan, deleting temp files, defragmentation, etc.);
- Supervise the maintenance of IT Equipment Inventory (format provided)
- Provide on-call assistance to users as needed
- Install software patches and upgrades, troubleshoot hardware or software problems

Training and capacity-building support

- Support to develop training materials for users
- Ensure delivery set-up and regular training sessions on IT for staff and ensure all staff are comfortable using organizational IT systems
- Support in the delivery of IT inductions for new staff
- Support in the development of and delivery of training to government stakeholders

Policy Accountability

- Support in the development and revision of IT-related policies
- Ensure all staff are coached in IT-related policies and best practices
- Enforce IT protocols and policies and flag misbehaviour/risk to the Global IT Manager

You may be assigned any other responsibility in agreement with your line manager, in contribution to Lively Minds work and in recognition of your experience and skills. It is therefore expected for staff to be flexible and willing to contribute to the work of the wider team.

To succeed in this role, you will be

- Will be responsible for performing both technical and administrative tasks, requiring critical thinking and problem-solving skills with great attention to detail
- Customer-focused orientation: confident and patient in supporting others with their IT needs with a wide range of IT capabilities.
- A team player with excellent interpersonal skills and great verbal and non-verbal communication skills.
- A self-starter who can thrive in a fast-paced environment and has great planning and time management skills.
- Proactive and resourceful in problem-solving and risk mitigation.
- Technically adept, analytical and have a keen eye for detail.

Experience and Skills

Essential experience and skills

- Bachelor's degree or certification in a relevant subject (Information Technology, Science, or Computer Science)
- Certification in CompTia and CCNA
- Demonstrated hands-on experience and extensive knowledge of technical management, information analysis, computer hardware/software systems, and networking.
- At least 4 years experience in an IT position with a year of supervisory role
- Strong experience with MS365 and a wide range of software, able to adapt to and learn new IT systems easily
- Experience in facilitating and delivering training
- Experience in implementing IT policies and protocols

- Strong written and verbal communication

Desirable experience and skills

- Experience in developing training materials
- Experience working in rural communities

You will be expected to perform against the Lively Minds Competencies.

How to apply

If this sounds like you, please send your completed application form to jobs@livelyminds.org by **11:59pm GMT on Sunday 16th July 2023**.

Applications will be considered on a rolling basis so interested applicants are encouraged to apply early.

Please note that CVs and cover letters will not be considered.

Please note that due to resource constraints, we will only respond to shortlisted candidates.

Lively Minds operates a strict Child & Vulnerable Adult Protection Policy, and we therefore check suitability of successful candidates through background checks consisting of references and police checks.

Lively Minds is fully committed to equity, diversity and inclusion. We want this to be reflected in the diversity of the people who work for us and we welcome applications from people from all backgrounds and identities.