

Job Description – IT Officer

Position: IT Officer

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 5b

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 Officer is responsible for supporting 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 support in 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.

Main Duties and Responsibilities

Systems set-up, maintenance, and technical support

- Daily maintenance of the organization's computer network, coordinating with Lively Minds IT staff and/or vendors to ensure smooth internal network
- Ensure the smooth operation of office internet connection and regularly check the flow provided by the ISP to enable staff to work in optimal conditions.
- Monitor relevant logs and perform necessary operations to ensure the proper state of IT systems.
- Create (and update as required) Disaster Recovery Plan for the office (template to be supplied by Global IT manager).
- Create (and update monthly) Workstation Inventory List, i.e., assist the office in the physical inventory of all equipment and software (PC's, laptops, printers, etc.).
- Provide technical support for major and/or urgent problems with LAN or any of its components (server crash, firewall, virus attack, hard drive failure, etc.).
- Reimage and join laptops to the domain.
- Provide on-call assistance to individuals as needed – in-person, phone or using remote access tools.
- Ensure that File Server Group Policies and NTFS permissions are applying correctly to project users and groups.
- LAN Administration: Assign user accounts and verify privileges/rights (for network and LM services); manage disk space, printer queues, and internet connection.
- Perform desktop and laptop computer support, including performing routine preventive maintenance (disk scan, deleting temp files, defragmentation, etc.);

installing software patches and upgrades, troubleshooting hardware or software problems; and ensuring users are backing up their data files on the server.

- Preventive maintenance includes ensuring each computer and user has valid certs installed for access to LM systems.
- Provide basic training of MS Office products.
- Attend Monthly meetings with other LM IT staff (All IT staff Monthly Meeting). Review monthly activity, articulate and implement Action Plans relating to identified IT needs.
- Perform hardware troubleshooting, including identifying hardware failure for all hardware warranties; coordinating with hardware vendors/manufacturers for the prompt replacement of any defective components, and working with the Project's Internet Service Provider to solve any problems accessing the internet and/or sending and receiving email.

Training and capacity-building support

- Support to develop training materials for users
- Deliver 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

- Proactive, energetic and highly motivated.
- Customer-focused orientation: confident and patient in supporting others with their IT needs with a wide range of IT capabilities.
- Analytical with a keen eye for detail.
- Confident in training, coaching and motivating others to solve problems.
- Technically proficient and able to learn to use new tools quickly.
- Good strategic problem solver who can identify sustainable solutions.

Experience and Skills

Essential Experience and Skills

- Minimum qualification: Bachelors's degree or certification in a relevant subject (Information Technology, Science, or Computer Science)
- Demonstrated hands-on experience with an excellent knowledge of technical management, information analysis, and of computer hardware/software systems
- At least 2 years experience in an IT-related position
- Relevant experience with MS365 and a wide range of software, able to adapt to and learn new IT systems easily
- Experience in delivering training
- Experience in implementing IT policies and protocols
- Strong written and verbal communication
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Desirable Experience and Skills

- Experience in developing training
- Experience in 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.