Job Description

IT Administrator

Job Purpose

The IT Administrator oversees the development and coordination of all aspects of IT for WaterLex, including IT maintenance, strategy and training. The IT Administrator reports to the General Manager of WaterLex.

Background

Waterlex is a small but expanding NGO that operates in the Human Rights to Water sector. Waterlex requires an IT Administrator to support the office over the next six months, with a view to a longer term, more permanent appointment. Waterlex is a small NGO, with currently around 10 staff, but hoping to expand in the few of years. Waterlex is gearing up to organise the structure to enable growth, hence the need for this new position.

Primary Duties and Responsibilities

The IT Administrator reports to the General Manager of the International Secretariat. Under delegated authority the IT Manager performs the following duties:

- Review the current hardware and software in the organisation and implement a secure back-up and maintenance

- Act as a resource for IT problems in the organisation, fixing problems and answering questions

- Perform technical tasks such as cleaning and rebooting laptops and installations

- Advising on software options

- Conducting in-house on-the-job training on SharePoint and Microsoft 365 and also for standard programmes such as excel and PowerPoint

- Advising on Salesforce (CRM software) to ensure that it is being utilised properly

- Develop simple written procedures for IT processes in-house to ensure internet security and data integrity

Qualifications

Education

- High School Diploma
- Post-secondary education in computers is an asset

Skills

- Sharepoint & MS Office 365 (Exchange) development experience (specialist ideally)
- Track and design key IT processes
- Literate in MS Project implementation & Training
- Provide Help Desk 1st & 2nd level assistance
- Salesforce development experience
- Experience on systems integration (will be very helpful for any migration to other systems)
- Fluent in French and English

Personal characteristics

The IT Administrator should demonstrate competence in the following:

Behave Ethically: Understand ethical behaviour and business practices and ensure own behaviour and the behaviour of others are consistent with these standards and align with the values of the organization.

Build Relationships: Establish and maintain positive working relationships with others both internally and externally to achieve the goals of the organization.

Communicate Effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.

Focus on Client Needs: Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.

Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.

Make Decisions: Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.

Organization: Set priorities, develop a work schedule, monitor progress towards goals, and track details/data/information/activities.

Plan: Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.

Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.