IT Officer

Location: [Africa] [Mali]

Town/City: Mali

Category: Information Technology

Job Type: Fixed term, Part-time

Recruitment Announcement

World Vision Mali recruits for the following position (1):

Title: **IT Officer**

Locality: **To be determined**

Contrat Type: **Local**

Report to : **IT Manager**

Supervise: **None**

World Vision does not charge a fee at any stage of the recruitment process.

World Vision does not concern itself with information on bank

accounts.

*Women are strongly encouraged to apply for.

MAJOR RESPONSIBILITIES

List statements describing the final results of this position and method of accomplishments, and how results/performance are reviewed and measured. Begin with the most important accountabilities.

% Time	Major Activities	End Results Expected
2	**PROJECT PLANNING:** • Provides input during project planning and requirements phase.	Comprehensive project plan.
30	**SERVICE DESK:** • First point of contact and day-to-day technical support to end users. • Responds to Level 1 and **2** support requests via multiple sources such as phone and e-mail. • Enters call data into the tracking system.	Technical support and documentation of end user requests and problem resolution.

	• Interacts with clients in a courteous and professional manner. • Provides user access service. • Diagnoses problems **by evaluating multiple options.** • **Develops checklists and scripts for resolving routine problems.** • Escalates problems when necessary. • Documents problem status and resolution in tracking log.	
15	**CLIENT TECHNOLOGY SUPPORT:** • **Coordinates the deployment of new or upgraded images, software and hardware for multiple clients.**	End users have required technology. Technology conforms to IT standards. End users receive required technical support for hardware

	• Configures and installs desktop PCs, peripheral equipment, **laptops and other mobile devices.** • **Follows established procedures for performing** configuration changes, updates and upgrades. • Performs minor repairs to hardware, software, and peripheral equipment, following design or installation specifications. • Provides on-going support of client technology.	and software issues.
15	**TECHNICAL SUPPORT:** • Provides technical support to meetings that include video conferencing. • Monitors and communicates system status.	Customer satisfaction achieved for video conferencing services. End users receive required technical support for workstation and mobile device issues. Use of technical expertise to

	• Diagnoses and resolves client workstation and mobile device hardware and software issues. • **Creates temporary solutions until permanent solutions can be implemented.** • Assists **systems, programming**, and vendor professionals, as needed to resolve problems.	resolve problems quickly.
2	**SECURITY:** • Maintains passwords and users credentials to assure systems security and data integrity. • Adheres to the integrity of controls, regulations and guidelines.	Passwords and user credentials are secure.
2	**INVENTORY MANAGEMENT:** • Maintains IT inventory management for all IT	Maintenance of complete and accurate IT asset inventory.

	equipment and/or software in accordance with company policy and procedures.	
5	**SERVICE LEVEL MANAGEMENT:** • Collaborates in the development of service-level objectives and takes steps to meet or exceed targets. • Explains service procedures to clients. • Follows up in a timely manner to ensure customer satisfaction.	SLAs are met or exceeded.
5	**SERVICE IMPROVEMENTS:** • Keeps performance metrics. • Identifies recurring and potential problems and notifies team members. • **Recommends**	Problems identified and resolved quickly to maintain or improve customer satisfaction levels. Improved service levels.

	procedures and controls for service improvements. • **Recommends ideas for improving queue time, abandoned call rates and first contact resolution.**	
2	**TESTING:** • Participates in integration and user acceptance testing.	End product meets business needs.
2	**TRAINING:** • **Trains** co-workers on new or existing functionality or services.	Staff up-to-date on functionality and services being supported.
5	**DOCUMENTATION:** • **Creates, modifies and reviews documentation of issues resolutions.** • Documents solutions to common problems and	Complete and accurate documentation for use within the IT organization.

	responses to frequently asked questions. • Creates and submits documented resolution to Knowledge Base.	
5	**COMMUNICATIONS/CONSULTING**: • Alerts team members about recurring problems. • Communicates updates on issues in a timely manner to ensure client satisfaction and productivity.	High level of customer satisfaction and productivity.
2	**BUSINESS CONTINUITY:** • Communicate suggestions on backup and recovery procedures.	Improved business continuance procedures.
5	**RESEARCH/EVALUATIONS:** • **Makes suggestions for the design of a**	Hardware and software products that meet client requirements.

	standard set of integrated products (standard image) by recommending hardware and software products to meet client requirements. • **Recommends products to clients by understanding needs and referring to corporate standards list.**	Product recommendations in compliance with corporate standards.
3	**COACHING/MENTORING:** • Mentors less experienced staff in a specific area of expertise.	Transfer of knowledge.

KNOWLEDGE, SKILLS AND ABILITIES

List education, knowledge & skills, licenses preferred, and all experiences required to perform this position in a fully competent manner.

Minimum Education, Training and Experience Requirements to Qualify for the Position:

List *academic*, *technical skills* or *other knowledge* required as a minimum qualification for this position.

1. Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.
1. Demonstrated working knowledge of basic to moderately complex hardware and software products and problem solving / diagnostic skills.

List additional *work experience* required as a minimum qualification for this position.
1. Typically has 3 to 5 years of IT work experience.
2. Willingness and ability to travel domestically and internationally, as necessary.

Attitudes and Behaviors:

World Vision reserves the right to disqualify a candidate who has any record relating to child abuse or opposite behavior to child protection, even after the hiring.

How to apply: http://careers.wvi.org/job-opportunities-in-mali

*Deadline for submission of applications: November 10th, 2021

*Only short listed candidates will be contacted.