



Job Description

Position	RESA Regional Office (RO) IT Coordinator	Grade	C1
Department & Location	Information & Communications Technology	Date	Nov 2015
Reports to (position):	Matrix reporting line : Regional IT Manager		
Purpose: How does this post support Plan's strategy and mission?	<p>Founded 75 years ago, Plan International is one of the oldest and largest children's development organizations in the world. We work in 50 developing countries across Africa, Asia and the Americas to promote child rights and lift millions of children out of poverty particularly those who are excluded or marginalized with high quality programs that deliver long lasting benefits by increasing its income, working in partnership with others and operating effectively. Plan's vision is of a world in which all children realize their full potential in societies that respect people's rights and dignity. Plan is independent, with no religious, political or governmental affiliations and is an equal opportunity employer. Plan funds arise from individual giving and grant donations.</p> <p>The main purpose of the RESA RO IT Coordinator is to plan for and implement Global Operational Management Standards for the RO. S/he is to be responsible for the formulation of an office plan for information management, and its implementation, utilizing the available resources, in order to maintain/provide efficient IT information operations and services, and to improve work effectiveness and productivity, consistent with the goals, objectives and strategy of the organization. The position holder is responsible to coordinate and provide technical support for Regional office users including remote users; and to manage and administer local IT infrastructure and corporate systems.</p> <p>The RESA RO IT Coordinator under the overall guidance of the Regional IT Manager will ensure the innovative and effective use of IT in Plan's work at the Re designated Plan office location. S/he will provide first line support for IT infrastructure support – including desktops, servers, telecommunication equipment and networks- and troubleshooting for systems: to ensure uninterrupted IT operations and services.</p>		

Dimension of Role

The RESA IT Coordinator will be reporting to the Regional IT Manager. S/he manages IT infrastructure and Information Security. The IT Coordinator is responsible for effective provisioning, installation/configuration, operation, and maintenance of IT systems, hardware and software and related IT infrastructure. The incumbent participates in technical research and development to enable on-going innovation within the infrastructure; and ensures that IT systems, applications and services, hardware, operating systems, software, and related procedures adhere to organizational standards and values, enabling staff to work productively. The holder will with the support the Regional IT Manager prepare RESA RO IT operational plans and IT disaster recovery plans within the business continuity, and will be responsible for RO Security and access control for data and network devices. S/he will in additional plan and manage RO technical services ensuring adherence to all corporate processes. Holder will be expected to provide financial measures or statistics relevant to post such as budget; list of direct and indirect reports

The RESA IT Coordinator's principal area of support will be the RO, but s/he will also be managed as part of the IT pool deployable to Plan Kenya on demand. On time sheet basis, the RESA RO IT Coordinator will cost share for any support offered to Plan Kenya.

The post holder does not directly manage a budget or approve any spending. This position does not have direct reports.

Typical Responsibilities - Key End Results of Position:

- Principal Assistant to the Regional IT Manager in the provision of Region wide services such as, but not limited to, Global Active Directory Administration, SAP Administration, Blackboard services and Video Conference facilities, Regular updates of RO and CO websites and Production of corporate literature, including newsletters and magazines
- Provides first line IT support, advice and solutions to IT users in relation to application, data and business process issue including ensuring that system security and organizational compliance, processes and procedures are in place and properly maintained at the RO. Based on a review of IT status, needs, and management in the office draft information management plans, including automation, digitization and telecommunication. Success Indicators are monthly IT reports including but not limited to: IT operations and services plans; monthly Network security implementation and performance report for monitoring IT security incidents and monthly IT Systems Management report for monitoring utilization of Plan approved software and computers
- Co-ordinate the support for technical operation of organizational IT applications and systems including but not limited to Plan's online systems (SAP, Global HRIS, Vidyo etc), Plan's online services (Planet, Email, and Business Online) MS Office, Desktop OS, Server OS and mobile/remote users. Success indicators are properly installed and maintained IT systems and applications and IT Infrastructure and effective and efficient IT services and maintenance of agreed levels of service provision and service levels
- Coordinate the introduction and technical operation of organizational IT systems and applications. Success Indicators are smooth IT systems rollout and staff members proficient in using any new systems or system upgrades.
- Manage the installation of new versions of the systems and troubleshoot ad-hoc user problems, Success Indicator is are IT SLAs targets are met.
- Manage the office multi-user IT network, as well as data and telecommunication facilities. Success Indicators are Availability and reliability of the IT infrastructure, applications and IT systems uptime of 99% and timely IT disaster recovery to ensure business continuity.
- Assisting in the planning the acquisition of specific IT hardware and software, coordinate its introduction into the office, and manage its maintenance. Success Indicators are adherence to corporate standards, design and architectures and the proper implementation and use of computers and network devices.
- Organize IT training and support for IT users. Success Indicator Increased user IT proficiency through the transfer of skills to RO staff, staff members are proficient in using IT systems, applications and services.
- Provide technical guidance and support to offices on IT policies, maintenance of network and Plan's systems, and coordinate implementation of new systems in offices. Success Indicators is properly implemented IT procedures and guidelines and performance of proactive tasks for IT infrastructure and corporate applications maintenance
- Create and maintain ICT configuration database for both hardware and software. Success indicators are monthly and quarterly hardware and software reports for monitoring utilization of IT hardware and software resources and information management and usage
- Regularly review and evaluate office and users equipment and recommend replacement in accordance with Plan's hardware life cycle guidelines. Success Indicators are efficient IT Infrastructure to reduce wastage of IT resources and ensure return on investment of IT resources.
- Assist to maintain and manage ICT infrastructure systems including WAN applications per Global and Regional standards. Success Indicators are adherence to corporate standards, design and architectures and efficient and effective implementation and use of computers and network devices.

Dealing with Problems:

- Managing a mix of IT technologies; productivity software; Plan IT systems application and services; Microsoft Windows Server and desktop operating systems, network management and troubleshooting; and escalating Internet connectivity issues to relevant providers.
- Creativity is required to find solutions to IT software/hardware conflicts; balancing IT needs of staff with available resources.
- Ability to plan, organize and document complex system activities and to configure systems to be consistent with institutional policies/procedures; communicate technical/complex information both verbally and in writing; establish and maintain cooperation, understanding, trust and credibility; perform multiple tasks concurrently and respond to emergency situations effectively.
- Ensure adherence to corporate standards, design and architecture
- Escalates incidents to RITM / global infrastructure support or local external support contracts as appropriate
- Monitor software licensing and usage
- Identify user IT training needs and highlight these to the RIT Manager

Communications and Working Relationships (other than line management):

Internal

- RD/DRDs
- RIT Manager
- Communications Manager
- RO staff / Plan Kenya Staff

External

Liaises with various local suppliers of systems as may be necessary

Knowledge, Skills, and Behaviours, Required to Achieve Role's Objectives:

Qualifications and Experience

- Degree or Advanced Diploma in Computer Studies or equivalent with 3 years' experience.
- Proven knowledge, ability and experience in setting up LANs and telecommunication technologies.
- Systems Administration/System Engineer certification in Microsoft technologies(Microsoft Office, Microsoft Windows, SQL Server, Exchange server) and Cisco technologies)
- Experience in web- Designing.
- Experience in managing and implementing information systems and supporting technologies
- 2-3 years Systems Administration experience.

Key Skills specific to the post:

- Embrace Child-centeredness, Child protection, Community participation and partnership
- Manage customer relationships and service
- Good communication skills. Capability to communicate ideas and technical information to a non-technical audience
- Promotes high performance by all staff
- Networking, sharing information and best practices
- Works collaboratively as a team player, listens actively and values contributions
- IT technical skills in IT infrastructure and/or applications
- Understanding of Plan's business processes and strategic objectives
- Project Management Skills
- Strong analytical and logical ability
- IT Risk assessment and management
- Problem-solving skills
- Creativity and Innovation
- Reporting skills

Key behaviours:

- Supportive, versatile and flexible
- Decisive
- Cross functional team management
- Works independently. Self-management and personal accountability
- Customer focused

Physical Environment and Demands:

The position is a typical office environment. Work environment includes typical computer related noise levels. Exposure to video display terminals occurs on a regular basis. Incumbent maybe on call on call to provide support services during off hours. Moderate lifting will be required.

The incumbent will be located in the Plan office location as follows:

Position	Location	Travel
RO IT Coordinator – RESA RO Office, Nairobi	Based in Nairobi at the RESA RO. Supporting IT services and operations at RO, but s/he will also be managed as part of the IT pool deployable to other Plan Kenya CO, Tharaka PU and Machakos PU on demand. On time sheet basis, the RESA RO IT Coordinator will cost share for any support offered to Plan Kenya.	Minimal about 10-15%

Level of Contact with Children:

- The position involves low to medium interaction with children

Unit Organogram

