

JOB DESCRIPTION

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| Job Title: VOLUNTEER, INFORMATION TECHNOLOGY | | | |
| Department/Group: | COMMUNICATIONS | Reports to: | COMMUNICATIONS OFFICER |
| Direct Reportees: ALL PROGRAMME STAFF | | | |
| Job Purpose | | | |
| The Volunteer shall be responsible for the overall optimal use of the IT resources and systems of Center for Health, Human Rights and Development. | | | |
| Key Responsibilities: | | | |
| <ul style="list-style-type: none"> • Conducting all IT operational needs assessment, installing and configuring computer hardware, operating systems and applications upon approval. • Monitoring and maintaining computer systems and networks effectively functional at all times and ensuring efficient and proper usage. • Troubleshooting the systems in case of network problems, diagnose and solve hardware/software faults that may arise. • Ensure appropriate opening and closure of users' and email accounts passwords and profiles as and when required. • Conducting routine system checks to identify electrical and other faults on all computer/telephone equipment and replace all faulty equipment as required. • Support management in the roll-out of new applications and policies pertaining to the use of IT resources. • Provide technical support in identifying contractors/vendors to supply technical equipment or services in a timely manner and at a viable cost, and test/evaluate new technology suitable. • Maintain communication links between the internet service provider and • CEHURD, to ensure proper functioning of office internet services and equipment and other communications gadgets at all times. • Take team members through a series of inductions on the use of IT resources, either face to face or over the telephone as and when required for optimal usage. • Ensure regular documentation and record keeping of all key procedures and decisions taken regarding the IT requirements of CEHURD. • Take responsibility for backing-up all information and record to ensure availability when required and enabling operational continuity in case of occurrence of any disaster. • Work to ensure regular antivirus updates and system protection using the right computer soft and hardware. • Responsible for enforcement of CEHURD IT policy as well as highlighting items to review by management. • Provide monthly IT reports to the Communications Officer on any IT related needs and concerns. • Supervise website design, development, and maintenance during operations. • Monitor the CEHURD website content and performance to ensure accurate and constructive representation of the organization to stakeholders. • Proactively anticipate and manage potential risks to the IT systems, to prevent systems downtime and secure all online information and resources of the organization through installation of backup systems. • Install system capabilities to recover computers in case of loss or theft. • Control access into server room(s) and IT equipment by unauthorized person(s). • Do any other duties assigned to you by the Executive Director, Supervisor, program managers or any other duly authorized staff | | | |

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In addition to individual respective tasks, the Volunteer will be expected:

- To adhere to CEHURD values and to actively promote their application amongst colleagues.
- To undertake tasks in a creative, self-driven and innovative fashion.
- To identify and implement additional tasks/ideas of benefit to the organization.

Key Relationships:

- CEHURD Executive Director
- All CEHURD Programme Officers
- Other CEHURD staff
- CEHURD thematic committees
- Other networks
- CEHURD Partners and stakeholders

Qualifications:

- Should hold a bachelors' degree in Information Technology, or any related qualifications.
- Has three years' experience working in the IT field.

The Volunteer will be expected to have the following skills and attributes:

- Research and Analytical skills
- Leadership skills
- Excellent verbal and written communication skills
- Team skills
- Resource mobilization skills
- Innovative spirit and willingness to use creative thinking.
- Dynamic ready to work in a high -paced and multicultural work environment to deliver on IT needs of CEHURD