

Join Our Team

SYSTEMS ADMINISTRATOR - IST

Youth Impact's mission is to connect youth to proven life-saving information. Our vision is to enable over 1 million youth to thrive through the delivery of multiple evidence-based programs. We are at an inflection point in our growth: we have over 240 staff, three programs in health and education, a cumulative reach of nearly 100,000 youth, and an annual budget of just over \$2 million. Our culture is unique: we are always learning, have a dynamic, youthful team, a fierce commitment to measurement and evidence, and work hand-in-hand with the government. On a given day our leaders will sing and dance, negotiate MOUs, and spend dedicated time with the field team in schools.

Primary purpose: Information Systems & Technology Systems Administrator – serves as the Help Desk & first contact for all technical support and assists users to effectively and efficiently use Digital & Information Technology, resources, and tools.

Primary Duties & Responsibilities

- Be available, present and in person to lead regularly scheduled IT Help Desk hours in the Gaborone Broadhurst office. There is the possibility to work from home 1-2 days a week, per organizational needs.
- Installing and configuring computer hardware, software, systems, networks, printers, and scanners.
- Setting up new user profiles and terminating user profiles in accordance with organizational offboarding policy.
- Troubleshoot software and hardware faults, responding to service issues and requests in a timely manner, thus providing org wide technical support (Virtual and In person).
- In close collaboration with Operations & Logistics Department, provide inputs on appropriate IT procurement and product specifications. Assist with cost estimations and reasonableness of costs for the required Information Communication Technology (ICT) hardware/Software
- Evaluate and recommend potential supply sources and recommendations regarding new equipment or digital services. Maintain a roster of potential suppliers for all IT hardware and Software
- Maintenance of IT equipment, hardware, software, network and internet connectivity to ensure stable and efficient operations which are aligned with the organizational quality standards
- Collect feedback, ideas, and internal knowledge about processes and best practices on emerging technologies and how these can be improved to increase productivity or existing processes and systems.
- Ensure compliance by team members with existing policies and best practices particularly with regards to

Information Security and protection of organizational assets. Where necessary, organize and deliver training for staff in ICT platforms and services.

- Work in collaboration with Program & Departmental Managers in identifying and evaluating different software's to improve program/departmental efficiency and effectiveness.
- Assist with other discrete projects such as website design, branding/re-branding, review of the organizational Enterprise Resource Management, etc
- Perform other duties and responsibilities relevant to the functions of an IT primary contact

Qualifications

Bachelors or Associate Degrees in Computer Science, Information Technology, Electrical Electronics Engineering, and Computer Engineering or any other relevant field. Or equivalent work and study experience.

Work Experience

Preferred: 1- 2 years in IT support Services or greater but not a strict requirement.

Characteristics

- Resourcefulness and bias for action
- Attitude: Dedicated and hard-working with excellent ownership and accountability.
- Energy and motivation: Enthusiastic, youthful, energetic and innovative; goal-oriented self-starter.
- Willingness to go an extra mile to get the job done.
- Close attention to detail and the ability to communicate with diverse people at all levels is highly desired.
- Organizational skills, ability to prioritize projects and manage time and resources effectively.
- Ability to exercise logic and good judgement.
- Class B Driver's License considered an asset.
- This position is tenable in Gaborone, Youth Impact Head-Office with limited flexibility for Working from Home.

Reporting Structure.

Systems Administrator - IST will report to the Finance Manager, and work closely with the Operations & Logistics Officer and MultiMedia Designer.

Deadline to fill out the application is 29 November 2022 by 00:00 CAT.

Follow the link on our website for application materials:
<https://www.youth-impact.org/join-us-1>

Time Period: 2 years contract with potential for extension