

JOB DESCRIPTION

JOB TITLE	INFORMATION & COMMUNICATION OFFICER	GRADE	
PILLAR	Corporate Services		
ABOUT THE ORGANISATION	<p>FSD Africa is a specialist development agency set up to support breakthrough ideas to build and strengthen financial markets across sub-Saharan Africa. It works to reduce poverty by strengthening Africa's financial markets. It does this by tackling the most intractable financial market challenges in Africa - including the lack of long-term finance, especially in local currency, dysfunctional credit markets and inadequate risk management capacity.</p> <p>FSD Africa's team of financial sector experts works alongside governments, business leaders, regulators, and policymakers to design and build ambitious programmes that make financial markets work better for everyone. Depending on the project, it can provide grants, investment capital, technical assistance, and market insights (e.g., through research) to ensure it achieves its objectives.</p> <p>We focus our work where the need is greatest, and where we believe the potential for impact is the most significant. We have a specific mandate to invest in breakthrough, innovative ideas that we believe can have a transformative impact.</p> <p>Among the high potential areas identified is an exciting new initiative to drive inclusive economic development by supporting digital transformation. While levels of digitalisation vary widely across Sub Saharan Africa, in all cases, digitalisation is expected to increase in the next ten years with profound effects on the real economy and on the rate of inclusive growth. The financial system is already shaping and powering the emergence of the digitalised economy in new and important ways. FSD Africa seeks to be at the forefront of research, advocacy, and action for financing the inclusive digital economy in Africa.</p>		
REPORTING RELATIONSHIPS	REPORTS DIRECTLY TO	Manager, ICT	
	REPORTS INDIRECTLY TO		
	DIRECT REPORTS		
	INDIRECT REPORTS		

JOB PURPOSE	<p>This role works closely with various teams supporting FSD Africa to ensure unified performance and operation of all networks and systems. The successful individual will collaborate with outsourced IT support consultants to protect critical information, systems and assets, build solutions, implement new software and hardware, coordinate IT training and support the IT Manager in development and delivery of the IT strategy.</p> <p>The individual will help enable cutting-edge innovations, take on challenging assignments, lead initiatives, and take ownership and responsibility. The ideal candidate will be passionate about technology, curious, resourceful, diligent and will be versatile and practical.</p>
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KEY RESPONSIBILITIES AND ROLE REQUIREMENTS

Support the IT Manager in the procurement and/or management of the following:

- Hardware - operating systems, security tools, servers, laptop and desktop computers, printers, PABX, phones etc
- Systems - including Microsoft O365, Dynamics 365, Active Directory security permissions & group policies, print services, cloud servers, etc
- Network - firewalls, routers, switches, access points, internet, LANs, WANs, VLANs
- Monitoring tools - research event log warnings and errors, resource utilisation, ensuring system architecture components work together seamlessly
- Maintenance - support routine/scheduled audits of FSD Africa IT systems
- Work with IT Support consultants to ensure all systems work optimally, respond to hardware issues as they are escalated, ensure repairs are carried out in good time and communications channels with staff remain open.

Information & Physical Security

- Ensure redundancy metrics for internet, network equipment and servers are supported and escalate anomalies when necessary
- Manage staff user credentials and access to all IT systems
- Maintain internal infrastructure requirements related to access control, asset management and CCTV, local access points
- Ensure all IT equipment and systems are documented and stored appropriately, including filing and insurance.

Staff Engagement

- Support IT Management in implementation of training for staff based on IT training calendar
- Interact with the Help Desk systems and IT support teams to aid in troubleshooting issues
- Identify and document root causes of issues escalated to IT support teams
- Establish and nurture a relationship with all staff based on a high degree of responsiveness and trust with respect to IT systems and processes.

Innovation & Creativity

- Support development and deployment of faster and smarter business processes at FSD Africa
- Engage with the IT Manager and IT support consultants in the implementation of analytics for meaningful insights into network infrastructure & systems at FSD Africa

- Support optimisation of processes and suggest process improvement mechanisms where appropriate
- Support the IT Manager in implementation of audit recommendations and delivery of IT strategy.

Carry out any other duties or special assignments as assigned by the Management.

PERSON SPECIFICATIONS

Qualifications and Education

- Bachelor's degree in ICT; Information Technology, Computer Science, Information Systems, Mathematics and Information Engineering or other related discipline.
- Certification in Microsoft packages is essential
- Excellent skills in written and spoken English

Essential Experience, Knowledge and Skills

- At least 3 years' experience within the ICT function/ sector
- Knowledge and understanding of the functioning and management of IT networks
- Experience in set-up, configuration and use of computer systems
- Experience in trouble shoot and addressing IT related issues
- Experience in training IT users
- Experience in Windows & Mac operating systems, current equipment and technologies
- Experience in project management, application support & integration and cloud computing (specifically Microsoft Azure and AWS)
- Experience in private and public cloud security e.g. VPNs
- Knowledge of current trends and developments in information technologies
- Skill in organising resources and establishing priorities.

Desirable

- Experience of working in a multi-cultural environment
- Previous experience of working in donor-funded projects
- Languages: French, local African languages

Desirable Certification

- Microsoft Certified Solutions Expert (MCSE)
- Cisco Certified Network Associate (CCNA)
- Oracle Certified Associate (OCA)
- Unix system administration
- Relevant Professional certifications from EdX, Udemy, Coursera or other Online e-learning platform

COMPETENCIES	Level 1 Foundation	Level 2 Specialist	Level 3 Leadership
Commitment & Drive for Results	✓		
Proactivity & Innovation		✓	

Effective Resource Management		✓	
Relationship Building	✓		
Communication & Influencing		✓	
Thinking & Problem Analysis	✓		
Learning & Resourcefulness		✓	

KEY RELATIONSHIPS	
Internal Relationships •	External Relationships •
FINANCIAL RESPONSIBILITIES	
Direct Control •	Indirect Influence •

APPROVAL PROCESS	SIGNATURE	DATE
Job Holder		
Director HR & Talent Management		