



TERMS OF REFERENCE

JOB TITLE: Information Technology Officer

Background

The African Women's Development Fund (AWDF) is a pioneering grantmaking foundation headquartered in Accra, Ghana. AWDF was founded by and for African women. Since its founding in 2001, AWDF has continued to support a growing portfolio of grants to leading women's rights organisations and feminist movements across Africa, while also supporting knowledge generation, capacity building, movement building and donor advocacy around African women's activist histories, movement resourcing needs, and more recently, feminist futures.

Job Summary

The Information Technology Officer plays a critical role in ensuring AWDF's overall strategic IT objectives are met. This includes ensuring that policies are up to date, computer systems and equipment are operating effectively and efficiently, as well as improving data access and data security and knowledge management. The Officer will contribute to improving and revitalising the IT culture and operations within AWDF in line with the IT strategy and policies. The IT Officer will work closely with the external IT consultants as the key contact to ensure delivery of the IT transformation initiatives at AWDF. The IT Officer is a member of the Operations team and reports to the Director of Operations. The Officer will work closely with the HR and Admin Manager, Operations Officer & Admin Assistants.

Specific Duties

- Plan, organise and evaluate the operations of information systems;
- Review and implement policies and procedures for computer (hardware, software and IT network) systems operations and development; proactively advise management on system requirements, specifications, costs and timelines;
- Manage information contractors to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems;
- Prepare and manage the annual IT plan, budget and expenditures.
- Propose and provide adequate and strategic support services and review Service Level Agreements with external partners;

- Monitor the performance of external IT partners and take action to improve support where appropriate;
- Improve remote working experience by staff working virtual and ensure optimal IT systems;
- Coordinate IT support processes with external partners
- Ensure that all applications and software meet business requirements (including security) and systems goals, fulfil end-user requirements, and identify and resolve systems issues;
- Review and analyse existing applications' effectiveness and efficiency, and develop strategies for improving or leveraging these systems;
- Provide support on processes and systems issues and the review, acquisition, and implementation of new applications;
- Undertake project management task for systems development, data migration and other related projects.
- Manage and ensure that all systems are integrated and interoperable, the operational configuration changes and updates are supported and implemented timely, and accurately;
- Train all staff in the use of hardware and software and on security issues;
- Provide day-to-day troubleshooting of user end applications;
- Document system functions and processes and selected items for end users.

Essential Knowledge and Experience

- A good knowledge of how software and operating systems work
- Knowledge of current trends and developments in Information Technology
- Ability to develop request for and evaluate proposals in reference to cutting edge information technology
- Experience with working with external consultants
- Strong interpersonal and communication skills, with the ability to interact with people from a wide diversity of backgrounds and cultures, and to translate user needs into analytical or technical solutions;
- Ability to advise on and develop strategies for information technology, to ensure the good performance of AWDF's information systems;
- Proactive with strong ability to work independently, make decisions and interact as a member of a team to motivate, and to work well with colleagues from different departments.
- High level of proficiency in MS Office and experience of working with information management systems / databases
- Ability to work to tight deadlines.
- Willingness to work flexible working hours, occasionally outside of regular working hours are expected
- Awareness of women's rights and social justice issues/ rights-based development and organising in Africa

Qualifications

- Degree in Computer Science or IT related Field;
- At least 5 years' relevant work experience, preferably with a civil society or multi-lateral agency

General awareness of computer systems, network management, understanding and appreciation for information security within systems and an ability to deploy and support operating systems on user devices

Job Location

Based in Ghana and open to only applicants residing in Accra – Ghana

How to Apply:

Qualified and interested persons should send a **cover letter** indicating their relevant skills and experience and **CV** of not more than 3 pages by email to: The Human Resources Manager at jobs@awdf.org with **Information Technology Officer** as the subject line.

Applications for the vacancies should reach AWDF **no later than 17 November, 2021**. Only short-listed candidates will be contacted for additional information and interviews

In line with AWDF's Mission, qualified African women based in Ghana are encouraged to apply.