



TECHNOLOGY OFFICER

Terms of Reference

Position: Technology Officer

Job Overview

The Technology Officer (TO) is a full-time, remote position reporting to the Country Head at Global Give Back Circle (GGBC). The TO will focus on optimizing the organization's technology infrastructure and ensuring efficient use of technology across all operations. This role is crucial in managing internal systems, overseeing software vendors, and supporting technology for program implementation aimed at economically empowering young African women.

Responsibilities

Management of Technology Infrastructure

- **Monitor and Improve IT Systems:**
 - Monitor the performance of information technology systems to assess productivity levels and recommend enhancements.
 - Define IT infrastructure strategy, architecture, and operational processes.
- **Vendor Management and System Testing:**
 - Assess and manage relationships with software vendors; develop testing strategies for new hardware and software.
 - Troubleshoot hardware and software issues for users; ensure timely resolution.
- **Inventory and Deployment:**
 - Maintain an inventory of all company-owned technology assets; oversee deployment and support processes.



- Source necessary technological equipment (e.g., laptops, tablets, cell phones) to support staff and programming needs.

System Maintenance and Development

- **System Deployment and Maintenance:**
 - Manage the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems, including PCs, operating systems, hardware, software, and peripherals.
 - Ensure all IT systems are operational and secure.
- **Policy Development:**
 - Evaluate existing technology policies and develop new policies as needed to optimize technology use and ensure compliance.

Qualifications

- **Education and Experience:**
 - Bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field, or equivalent experience.
 - 2-5 years of experience in IT operations, with a strong understanding of computer systems, security, network administration, databases, and data storage systems.
- **Skills and Competencies:**
 - Excellent project management skills with the ability to prioritize tasks effectively.
 - Strong critical thinking and decision-making abilities.
 - Proficiency in IT infrastructure and operations best practices.
 - Experience with Learning Management Systems (LMS) development is advantageous.
 - Familiarity with SharePoint administration, WordPress, Qualtrics, and HR software is a plus.



Reporting and Location

- **Reporting:**
 - Reports directly to the GGBC Executive Director
- **Location:**
 - Remote position, with occasional travel as needed within Kenya

How to Apply

To apply for this position, click [here](#).