

MISSIONS OF HOPE INTERNATIONAL

JOB DESCRIPTION

Position Title: Senior IT Officer
Reports To: Senior IT Manager
Supervises: None
Department: Information Technology

Overall Job Purpose

The Senior IT Officer will be responsible for system analysis, system administration, user support, and network management across all Missions of Hope International (MOHI) Centers. The senior officer will play a key role in the development, implementation, and maintenance of ICT systems to ensure uninterrupted service delivery and efficient operations that support the mission and vision of MOHI.

Duties and Responsibilities

1. System Analysis and Administration

- Analyze user and organizational needs to design, develop, and implement effective information systems.
- Evaluate existing systems and recommend improvements or new developments to enhance performance and functionality.
- Administer and maintain MOHI's internal systems to ensure optimal functionality, security, and availability.
- Document technical requirements, development procedures, and system changes.
- Collaborate with vendors and internal teams to implement, test, and deploy new systems and updates.

2. IT Training

- Conduct training for users on MOHI's various IT systems and software.
- Prepare user manuals and documentation to guide system usage and promote best practices.

3. Application Development

- Design and develop applications to automate organizational processes and enhance service delivery.
- Maintain and update existing applications to ensure continued efficiency and relevance.

4. System Backup and Recovery

- Ensure regular system backups are completed according to policy.
- Maintain an up-to-date backup log/register and perform periodic restoration tests.

5. Preventive Maintenance

- Perform preventive maintenance on IT equipment to reduce downtime and extend device lifespans.
- Maintain records of maintenance activities and ensure timely servicing of hardware.

6. User Support and Troubleshooting

- Provide first- and second-line technical support to users across all centers.
- Diagnose and resolve hardware, software, and network issues.
- Maintain an effective helpdesk system and support ticket tracking.

7. Network Management

- Monitor and manage MOHI's network infrastructure, including routers, switches, firewalls, and wireless networks.
- Ensure stable, secure, and high-performance connectivity in all locations.
- Coordinate with internet service providers (ISPs) for network setup, upgrades, and troubleshooting.

Academic and Professional Qualifications & Experience

- Bachelor's degree in Information Technology, Computer Science, or a related field.
- Minimum of 5 years of experience in systems administration, application development, user support, or IT infrastructure management.
- Experience working in education or non-profit sectors is an added advantage.

Competencies/Abilities/Skills Required.

- Proficiency in system analysis and development methodologies.
- Skilled in at least two programming languages (e.g., Python, Java, PHP, JavaScript).
- Experience in database administration (e.g., MySQL, MS SQL Server, PostgreSQL).
- Familiarity with ERP or school management systems.
- Hands-on experience with server environments (Linux and Windows Server).
- Knowledge of cybersecurity principles and data protection best practices.
- Must be a committed Christian, able to stand above denominational diversities.
- Excellent analytical, organizational and presentation skills
- Excellent analytical and problem-solving abilities.
- Strong interpersonal and communication skills.
- Ability to work independently with minimal supervision.
- Organized, detail-oriented, and proactive.