

Job Description

Position	IT Specialist
Reports to	System Director
Workplace	Port-Au-Prince
Contract Duration	6 months
Start date	December 2024

GENERAL DESCRIPTION OF GOAL HAITI PROGRAMS:

GOAL is a non-governmental organization that has been present in Haiti since the 2010 earthquake. The organization has since developed a portfolio of programs targeting affected communities, strengthening and supporting resilience at the household and community level. GOAL has implemented programs in urban and rural contexts, particularly in Port-au-Prince and Jérémie. While continuing to support the housing, water and sanitation needs of vulnerable families affected by the earthquake, GOAL is transitioning to a much longer and sustainable programming approach, linking aid and recovery to development through a community-led integrated development approach.

INTRODUCTION

GOAL is looking for an IT Specialist with strong technical skills and experience in the field of IT, communication and technology to join its team. The IT specialist will work closely with other members of the NGO staff, especially the HQ IT team, the helpdesk to ensure the proper functioning of all the organization's IT and technological systems.

General Description of the Role:

As an IT specialist, you are responsible for maintaining the technological infrastructure of GOAL Haiti. You must have a deep understanding of hardware and software systems and be able to diagnose and fix issues as they arise. In addition, you will be responsible for ensuring that systems are secure, and that data is protected from theft or loss.

The role is based in Port au Prince, Haiti, with travel responsibilities to field sites within the country to ensure IT services are delivered and operationally managed. The It specialist will also have to work with GOAL HQ IT Shared Services, providing technical leadership, advice, and project assistance where Port au Prince is a location of service customers and users.

Key Duties and Tasks

Your key duties and tasks as an IT specialist include but are not limited to:

- Installing and configuring computer hardware, software, systems, networks, **printers, scanners and phones.**
- Monitoring and maintaining computer systems and networks, responding promptly to service issues and requests.
- Ensure efficient management and traceability of IT assets and maintain an up-to-date register
- Diagnosing and fixing issues with hardware and software systems
- Managing user accounts and access to systems

- Performing data backups and disaster recovery procedures
- Conducting regular security audits and ensuring that systems are up to date with security patches
- Developing and implementing IT policies and procedures
- Providing technical support to users and troubleshooting issues as they arise

Breakdown of Key Duties:GOAL IT Shared Services:

Working with the IT Service/Infrastructure/Service Desk teams in HQ, providing local technical leadership, advice, and assistance and ensure IT services are managed to a high standard in key process areas:

- Availability, Capacity and IT Service Continuity Management
- Service Knowledge Management
- Event Management (Monitoring & Alerting)
- Incident and Problem Management
- Request for Fulfilment and Access Management
- Service Catalogue and Service Desk Management
- Application Management across categories in the Service Catalogue
- Infrastructure and Office/User Hardware – including supply and management of Windows 10 & 11 Laptops, local VPN services.
- Desktop & Web-based Applications and Windows Operating System
- Email, Office365, IT Security services
- SharePoint Online and Windows File Servers.
- PowerBI Reporting, GOAL developed IT Solutions and SAGE Financial services

Local IT Services:

IT Finance:

- Including responsibility for budgeting IT expenses, including the purchase of new equipment and software, on an on-going basis.
- And Advising SMT on IT equipment requirements for all offices and arranging purchase orders as appropriate.

IT Security Management:

- Ensure good management of laptop data, including Antivirus, Encryption, and policy management
- Ensure that permissions of Shared folders and data integrity are maintained and authorized by heads of departments across File Shares, SharePoint and other organizational data related services.
- Ensure in use services are compliant with the data protection law for both IT Security and Data Privacy.
- Infrastructure: Manage Internet/Network Firewall solutions.
- Ensure staff complete mandatory Cyber Security and phishing trainings

IT Service Continuity Management:

- Ensuring backups are upheld and maintaining integrity of data, perform monthly test restores.

Application and OS Management:

- Keep all software versions and operating systems up to date, set up updates where necessary (i.e. SQL server upgrade, Windows upgrade and Microsoft applications, etc.)

Infrastructure Management:

- Across all HAITI sites: Management of local servers, wireless access points, switches, firewalls (Meraki).

Reporting to HAITI Management / SD:

- Prepare regular reports for management on Delivery and Operational Management.
- Share and present with senior management/SD.

- Improve HAITI IT experience by arranging online trainings for new MS applications and beyond. Use and promote GOAL's Intranet and SharePoint services so that all users will embrace it and will realize the value of new SharePoint services.
- Advise HAITI SMT on ways to improve IT services and support.

Upcoming Projects:

- Key responsibilities in assisting in:
 - data migration of local file server to SharePoint Online.

Technical skills Requirements (essential)

- Minimum 5 years' work experience
- Bachelor's Degree or equivalent
- Competent computer skills, in particular Microsoft Office 365, Windows 10, Active Directory.
- Project Management/IT Delivery Experience
- Working within an IT Service Management framework, particularly experience with an IT Service Desk system.
- Hands on Technical Skills and Experience across technologies utilized in the GOAL IT Service Catalogue:
- Desktop and Web Based Applications (ServiceDesk software preferable)
- Microsoft 365 Email Services (including IT Security elements)
- Microsoft 365 Office Applications (Identity and Access Management, Teams, PowerBI [including development and delivery of solutions], SharePoint)
- Infrastructure (Azure, File and Domain Servers, Firewalls/Switches, VPN/WLAN/WAN/LAN)
- IT Security and Continuity Services (Backup Solutions, Sophos/Kaspersky AntiVirus, Bitlocker)
- Office and User Hardware (Laptops, MFDs, Mobility, AV equipment)
- Financial IT Services (SAGE preferable)
- Web Hosting Services and FlowForma/PowerApps based services preferable

Non-technical skills Requirements (Essential):

- Excellent verbal and written communication and presentation skills.
- Fluency in English, French and Creole is required
- Effective communication is essential in communicating technical information in non-technical terms.
- Office management procedures, problem-solving abilities, leadership, and time management
- Continuous learning and staying up to date with industry trends, emerging technologies, and new tools.
- Open mindedness to innovate (IT data solutions and creating new ways of working)
- Ongoing training and professional development are necessary to maintain the required skill set.
- Proficiency in programming languages such as HTML, CSS, JavaScript, and PHP.
- Network design, architecture and administration
- Budget planning and management skills
- Motivated self-starter, able to make decisions and act independently.

General terms and conditions

Safeguarding

Children and vulnerable adults must be safeguarded to the maximum possible extent from deliberate or inadvertent actions and failings that place them at risk of abuse, sexual exploitation, injury and any other harm. One of the ways that GOAL shows this on-going commitment to safeguarding is to include rigorous background and reference checks in the selection process for all candidates.

Accountability within GOAL

Alongside our safeguarding policy, GOAL is an equal opportunities employer and has a set of integrity policies. Any candidate offered a job with GOAL will be expected to adhere to the following key areas of accountability:

- Comply with GOAL's policies and procedures with respect to safeguarding, Code of Conduct, health and safety, data protection and confidentiality, do no harm principles and unacceptable behavior protocols
- Report any concerns about the welfare of a child or vulnerable adult or any wrongdoings within our programming area.
- Report any concerns about inappropriate behavior of a GOAL staff or partner.

This Job Description only serves as a guide for the position available. GOAL reserves the right to change this document. Any published closing dates are estimated. Due to the nature of GOAL's work we aim to fill vacancies as quickly as possible. This means that we will close the adverts as soon as we have found the right candidate, and this may be before the published closing date. We would therefore advise interested applicants to apply as early as possible. Application is received only via email: hrhaiti@ht.goal.ie

Remark: Female candidacy is highly encouraged.

The application document must contain the resume and a cover letter.