

### **Job Posting - IT Officer**

At Human Concern International, we are more than a great and open place to work in — our work is life-changing. Together, we try to move families from crisis to sustainability. More than 40 years ago the inspiration for HCI began with three volunteers' wish to change the lives of thousands of afghan refugees in Pakistan. Today, together with our volunteers, donors and staff, HCI has delivered more than \$250 millions in aid and transformed countless lives in more than 40 countries.

In coordination with the IT Manager, an IT Officer will be responsible for providing IT support to install and configure computer systems, diagnose hardware and software issues and troubleshoot technical application problems for employees of HCI. The successful candidate will work collaboratively with the IT Manager to create innovative solutions to integrate and manage technology within HCI.

**Position Title:** IT Officer

**Reporting To:** Manager - Donor Services and IT Department

**Location:** work from home - remote

**Terms:** Full Time – 37.5 hours per week

**Deadline to Apply:** On going until we find a suitable candidate

#### Key Duties and Responsibilities

- Monitor, implement and maintain software systems, CRMs & ERP databases
- Sort, cleanse, organize and maintain sensitive data for clients, individuals and HCI
- Respond in a timely manner to IT service issues and requests using ticketing systems, project management tools etc.
- Provide technical support across the company (country wide)
- Set up accounts for new users (google, microsoft, Raiser's Edge Database, etc)
- Repair and replace IT equipment as requested and under the supervision of management
- Test and evaluation new technology, devices and services
- Perform regular backup checks and backup of organization data
- Create and maintain documentations, knowledge base portals, tracking sheets etc
- Install and configure computer hardware, software, systems, networks, printers etc.
- Perform all tasks and duties in line with HCI's standards, policies and established procedures

#### Qualifications, Skills and Experience

- Bachelor's degree in Information Technology or a related discipline
- Experience in IT field will be preferred
- Strong technical problem solving skills
- A technical, logical thought process



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- Demonstrated fluency in English and excellent written communication skills
- Confident and articulated verbal and written communication skills
- Sound administrative skills including accurate record keeping with a competent working knowledge of Excel
- Methodical, organized and able to work with very good attention to detail.
- Team player with the ability to work independently as needed
- Strong and clear commitment to HCI's values and mission

#### Our Offer

- Salary is competitive/commensurate with experience and other qualifications, with annual incentive potential
- Comprehensive benefits package that covers medical, vision, dental and wellness
- Company investment in Registered Retirement Savings Plan
- Sick Days, Paid Holidays, Family Days accrued annually
- Employee awards and recognition opportunities
- Company investment in your career growth and leadership development

Travel, evening and weekend work will be expected.

If you are interested in this position, please email a cover letter and resume to [careers@humanconcern.org](mailto:careers@humanconcern.org) with the subject heading 'IT Officer'.

All applications are appreciated; however, please note that only those candidates selected for an interview will be contacted.