

Role Profile

Comprehensive Information

Position: IT Coordinator

Department: Management

Employer: Anti-Racism Movement

Reporting to: Logistics & Procurement Officer

Location: ARM

Working Hours: 20 hours per week

Job Purpose

To provide the necessary support and indispensable guidance to ensure that ARM's Information Technology and Communication standards are upheld and equipment is properly used and maintained.

Areas of Contribution & Related Accountabilities

The jobholder's responsibilities in this area include:

- Set up workstations with computers and necessary peripheral devices (routers, printers etc.)
- Responding in a timely manner to service issues and requests
- Providing technical support across the organization (this may be in person or over the phone)
- Setting up accounts for new users
- Check computer hardware to ensure functionality
- Install and configure appropriate software and functions according to specifications
- Installing and maintaining local networks at the offices and network connected peripherals
- Develop and maintain local networks in ways that optimize performance
- Ensure security and privacy of networks and computer systems
- Provide orientation and guidance to users on how to operate new software and computer equipment
- Organize and schedule upgrades and maintenance without deterring others from completing their work
- Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
- Maintain records/logs of repairs and fixes and maintenance schedule
- Identify computer or network equipment shortages and place orders

- Managing relationships with external suppliers (maintenance and repair services, etc.)
- Ensuring that the necessary communication equipment is available
- Managing relationships with local telecommunications suppliers (internet, fixed and mobile telephone companies etc.) and rationalizing associated costs
- Installing and maintaining local networks at the offices and network connected peripherals
- Capitalizing on technical documentation on the network and internet connection
- Monitoring the organization's antivirus protection
- Ensuring software updates are deployed at individual workstations
- Creating, implementing, and supervising data backup policy and related procedures
- Suggesting possible improvements
- Researching and finding quick answers and proposed solutions to all IT challenges faced by staff

Communications & Work Relationships

Internal Communication

- Regular contact with Supervisor
- Regular contact with ARM Teams
- Regular contact with ARM Management

External Communication

- Regular contact with suppliers
- Regular contact with service providers (alfa, mtc, ogero, internet service providers etc...)

Framework, Boundaries, and Decision Making Authority

The jobholder has the authority to make informed decisions on possible solutions and take necessary actions, in consultation with the Supervisor

Knowledge, Skills and Abilities

- Proven experience as IT Technician or relevant position
- Excellent diagnostic and problem-solving skills
- Excellent communication skills
- Outstanding organizational and time-management skills
- In depth understanding of diverse computer systems and networks

- Good knowledge of internet security and data privacy principles
- Degree in Computer Science, engineering or relevant field
- Ability to interact with different stakeholders.
- Excellent command of English and Arabic.

Employee Signature