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| **IT Intern – Nairobi Tech Hub** | |
| **TEAM/PROGRAMME:** Nairobi Tech Hub | **LOCATION:** Nairobi |
| **GRADE**: | **POST TYPE:** National |
| **Child Safeguarding:**  Level 3 - the responsibilities of the post may require the post holder to have regular contact with or access to children or young people. | |
| **ROLE PURPOSE:**  As part of their long-term strategy, Save the Children is building regional hubs of technology specialists to service their global IT needs. This role is part of the Nairobi technology hub focused on delivering a global service to all Save the Children countries. The Nairobi Tech Hub team is responsible for developing and maintaining various applications and systems used by Save the Children globally. | |
| **SCOPE OF ROLE:**  **Reports to: Respective Team Lead**  **Dimensions:** Save the Children has been operational in Kenya since the 1950s, providing support to children through developmental and humanitarian relief programmes delivered both directly and through local partners. Current programming focuses on health and nutrition, child protection, child rights governance, WASH, education, livelihoods and humanitarian response. Save the Children has a large operational presence in the insecure, poor and drought-prone pastoralist counties of the north east and north west: Garissa, Wajir, Mandera and Turkana. We are also working in counties with the highest number of deprived children (Bungoma and Busia), as well as Dadaab refugee camp.  **Staff directly reporting to this post:** None | |
| **KEY AREAS OF ACCOUNTABILITIES**  **Solutions Development (50%)**   * Analyse, design and develop systems as per user requirements and organization standards. * Consult with systems users to establish requirements for modifications to existing systems or deployment of new systems. * Provide a clear and well-structured system documentation for new / existing systems. * Provide support to the deployed IT innovation and implement immediate resolution to software problems. * Work together with Program teams to build T4D initiatives   **End User / Technical Support (40%)**   * Provide day to day end user support on general computer applications and IT systems in SCI * Provide training materials and procedures, and/or train users in the proper use of applications used by SCI * Provide end user support and resolution of technical issues via email or other means of communication.   **IT Helpdesk (10%)**   * Maintain and log IT issues using the in-house IT incident reporting system of daily support requests, the issues raised and remedial action taken. * Refer major hardware or software problems or defective products to vendors or technicians for service. | |
| **SKILLS AND BEHAVIOURS (our Values in Practice)**  **Accountability:**   * Holds self accountable for making certain decisions, managing resources efficiently, achieving and role modelling Save the Children values * Holds the team accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit.   **Ambition:**   * Sets ambitious and challenging goals for themselves, takes responsibility for their own personal development and demonstrates open attitude towards learning * Widely shares their personal vision for Save the Children, engages with others to achieve it. * Future orientated and proactive in thinking with regards to change   **Collaboration:**   * Builds and maintains effective relationships, with their team, colleagues and users * Values diversity, sees it as a source of competitive strength * Approachable, good listener, easy to talk to   **Creativity:**   * Develops and encourages new and innovative solutions * Willing to take disciplined risks   **Integrity:**   * Honest, encourages openness and transparency | |
| **QUALIFICATIONS AND EXPERIENCE**   * Minimum Advanced Diploma or Degree in Information Technology or related field * Proven technical skills in a mainstream programming language, or database system (cross training will be provided if required) * Good T-SQL language skills * Some knowledge on the concept of User Experience (UX) Research & Design and Design Thinking Process. * Passionate about Business Process Automation, Analytics and/or innovation. * Experience with one or more general purpose programming languages * Basic knowledge in visualization tools such as Power BI will be an added advantage * Familiarity with Microsoft Platforms, SharePoint, Power Aps * Basic Knowledge in System Administration and Networking. | |
| **Additional job responsibilities**  The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of skills and experience. | |
| **Equal Opportunities**  The role holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures. | |
| **Date of issue: 2022 Author: Sammy Omondi** | |