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| **TITLE:** Sponsorship ASISt Support Analyst |
| **TEAM/PROGRAMME::** IT Operations/Sponsorship/ASISt | **LOCATION:** Asia |
| **GRADE:** CTR D1 ; Junior level | **CONTRACT LENGTH:****Permanent** |
| **CHILD SAFEGUARDING:**Level 1:  A basic criminal record background (DBS) check is required/equivalent police record check.  |
| **ROLE PURPOSE:** The Automated Sponsorship Information System (ASISt) Support Analyst role provides support to those countries operating the ASISt system to ensure a smooth operation of ASISt so that the Sponsorship team will be able to meet all sponsorship-related objectives and maintain an accurate child information in their country offices. Acting as a key liaison between SCI and SC US the role holder is responsible for working with the Country Office ASISt staff to maintain the sponsorship database in ASISt. This entails supervising all ASISt-related technical activities and providing technical support to sponsorship countries and feeding back Bugs to SC US. |
| **SCOPE OF ROLE:****Reports to: Asia Regional Head of Technology (SCI, Manila Tech Hub)****Functional Reporting to: Managing Director, Application Support (SCUS)****Staff reporting to this post** **Direct: None** **Indirect:** Country Office ASISt users **Budget Responsibilities:** None **Other Reporting and Coordination Responsibilities:** Coordinates with SC US Sponsorship Team, Data Management Officers in the Country and Region and Global/Regional IT Operations  |
| **KEY AREAS OF ACCOUNTABILITY:** * Responsible for taking ownership of and resolving ASISt related support tickets within the appropriate SLA.
* Responsible for escalating unresolved support tickets to next level and tracking such issues through to conclusion with CO, SCUS and with Microsoft Support.
* O365 and Azure Identity management and administration for ASISt Users (where ASISt is hosted in Azure)
* Assess and respond to critical system issues during and after business hours.
* Act as common Technical Focal point to CO IT Staff that support the ASISt platform.
* Mentor and serve as an escalation point for ASISt Issues with CO IT staff.
* Operate in accordance with Save the Children change management and approval process.
* Help in testing and implementation of Assist System updates.
* Work with colleagues to ensure that the IT infrastructure provides a stable platform for the ASISt Platform
* Advise management on situations that may require additional support or escalation including managing the process for internal/external communications for critical incidents and emergency activities.
* Provide supportability feedback on new enhancements and infrastructure design to the Assist team to ensure the continued efficiency of the IT Services.
* Provide onboarding training to newly hired ASISt focal points in the country offices.
* Troubleshoot access and permission issues to different folders and database objects for ASISt users.
* Help with documentation of new processes and maintenance of existing documentation.
* Work with the Information Security team to report spam, malware, and unauthorized access on ASISt client devices and servers.
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| **SKILLS AND BEHAVIOURS (our Values in Practice)** **Accountability:*** holds self accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values
* holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.

**Ambition:*** sets ambitious and challenging goals for themselves and their team, takes responsibility for their own personal development and encourages their team to do the same
* widely shares their personal vision for Save the Children, engages and motivates others
* future orientated, thinks strategically and on a global scale.

**Collaboration:*** builds and maintains effective relationships, with their team, colleagues, Members and external partners and supporters
* 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; demonstrates highest levels of integrity
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| **QUALIFICATIONS AND EXPERIENCE** **Essential:** * Bachelor’s degree in any relevant field.
* Relevant years’ experience in Database Management System including MS Access and SQL Server.
* Strong knowledge of windows operating system for both clients and servers and experienced in remote management and support.
* Experience of solving complex business and technical issues through trouble shooting and analysis, driving through to resolution.
* Experience troubleshooting access and permission to different folders and database objects.
* Excellent communications and interpersonal skills with ability to explain complex technical and non-technical information in a succinct and compelling manner to all levels of seniority.
* Ability to work on own initiative to build on and develop the role, combined with the ability to work effectively as part of a team.
* Able to adapt to different working hours and interact with people from different cultural and geographical backgrounds.
* Commitment to Save the Children values.

**Desirable:** * Prior experience in child sponsorship strongly preferred.
* Citrix virtual desktop provisioning services.
* Experience of working as part of a globally distributed team.
* Database administration experience on SQL Server platform.
* Experience back-end data fixing on SQL Server.
* Experience designing and developing analytical queries/reports on Microsoft Access utilizing VBAs and macros.
* Experience/exposure to the not-for-profit sector and/or developing countries.
* Ability to work under pressure.
* Fluency in English, both written and spoken.
* Willingness and ability to travel as needed.
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| **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. |
| **Child Safeguarding:**We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse. |
| **Safeguarding our Staff:**The post holder is required to carry out the duties in accordance with the SCI anti-harassment policy. |
| **Health and Safety**The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. |
| JD Written by: Thulo Shrestha | Date: 2/26/2024 |
| JD Agreed by (SCUS): Managing Director, Application Support  | Date: |
| JD Agreed by (SCI): Asia Regional Head of Technology | Date: |
| JD Updated by | Date: |
| Evaluated by: | Date:  |