**ROLE PURPOSE:** Project IT Assistant

**Our Vision**
We see a world in which no person is needlessly blind or vision impaired.

**Our Purpose**
We are determined to deliver Fred Hollows' vision of preventing blindness and restoring sight.

We work around the world so that no one is left behind, and in Australia we work tirelessly to ensure that Aboriginal and Torres Strait Islander people can always exercise their right to sight and good health.

Our priority is to work with communities to improve their own eye health. We do this through life-changing surgeries and treatments, training doctors and health workers, generating new ideas, and pushing for change at all levels – from local to global.

**How we value your contribution:**

**Remuneration package**
We aim to provide an overall remuneration package that is attractive and fair. Our global remuneration framework ensures we align to local pay, employment conditions and laws, and we benchmark against the local market to ensure we offer competitive employment conditions that are appropriate to our sector.

**13th month payment**
As a permanent employee, you will receive a payment equivalent to one month’s salary each year (pro-rata for those working part of the year).

**Leave**
You will have access to annual leave each year (pro-rated for part-time employees) in line with local regulations. You will also have access to other leave such as personal (sick or carers’) leave, maternity leave, paternity leave and compassionate leave.

**Performance & development**
Our performance and development framework enables you to work closely with your manager to plan, manage, and review your performance throughout the year. This approach also enables you to discuss development opportunities and areas for growth.

**Learning & development**
Our approach to learning and development will enable you to have the information, skills and knowledge needed to do your job. We build the capacity of our people and support you with on-the-job experience, coaching and formal learning.

**Leadership**
Leadership is a key priority for us. We have customized leadership programs for leaders at all levels that are focused on supporting our people to be inspired, empowered and to make an impact in their work so that together we can achieve our vision.

**Study support**
We are proud that so many of our people are tertiary educated and we are committed to supporting tertiary education that is relevant to your work through our global study assistance program. Relevant applications for study support are considered annually, providing financial assistance and study days.

**Recognition**
Our recognition program has been designed to recognize and acknowledge our people who live our values of Integrity, Collaboration, Empowerment and Action, in everyday activities. We recognize our people in three ways: Peer-to-peer, manager recognition, as well as length of service.

**Flexible work arrangement**
You will have access to flexible work arrangements. We encourage a spirit of mutual flexibility, enabling discussions between you and your manager about maintaining work-life balance.

**Equal Opportunity, Anti-Discrimination and Reasonable Accommodation for Persons with a Disability**
We provide equal opportunity in employment to people without discrimination based on personal characteristics, which includes: age, breastfeeding, disability, employment activity, gender identity, marital status, physical features, pregnancy, race etc. Reasonable accommodation can be made to allow persons with disabilities to work safely and productively.

**Health & safety**
We are committed to supporting your health, safety and wellbeing. If required, you and your family will have access to free external, professional and confidential counselling assistance if you need help with personal, family or employment related matters.

To work in the Foundation you will:
- Be eligible to work in Kenya and other regions where you will be based
- Undergo background check including criminal records and qualifications check
- Undergo working with children check for positions which are identified as working with children.

Please refer to divisional, team and individual work plans for more specific details.
Role Title: Project IT Assistant
Division: Global Programs
Location: Embu, Kenya
Date: January 2022
Employment type: Full time – Fixed term
Reports to: Program Manager
Number of direct reports: None
Leadership Band: Leads self

Purpose of the role:
Reporting to the Program Manager, the IT Assistant will be responsible for supporting network databases and systems, updating system hardware and software, troubleshooting for system errors, and assisting team members in supporting all data security and optimization.

Key Responsibilities:
• Manage Admin settings, users, data, reporting and other functions
• Lead in-country lab tests
• Support Implementation Team Training
• Technical support for the launch of the country program
• Ensure security of devices and data held on them
• Support relationships with implementing teams/users in-country
• Maintain expertise in the relevant Peek technical products
• Support the smooth running of the program from a technical standpoint
• liaising with Peek Customer support and users
• Provide first line technical support to remote users to resolve problems that reasonably be supported in the country.
• To investigate user problems effectively to gain a full picture of the problem leading to the resolution of the same.
• Reproducing user problems in order to support the Peek DevOps team when they come to resolve the issue.
• Responding to Second Line Support and users on the ground in a timely fashion.

Our Capabilities:

As a member of The Foundation Family you will:
1. Live by the values of The Foundation and support The Foundation’s culture, performance and brand.
2. Adhere to all The Foundation’s policies and procedures.
3. Strengthen the health, safety and well-being of all/look out for the well-being.
4. Lead, collaborate and contribute in all interactions.

Essential Experience:
• Minimum of three years’ working experience in a similar NGO.
• Have experience reporting in DHIS
• Use Peek’s Customer Support Center (Jira) proactively to resolve program
• Working knowledge of Microsoft Office
• Experience in ODK/KOBO
• Ability to enter data into a computer quickly and accurately
• Certification in an I.T. support role
• Experience in an (internal or external) IT support role
• Knowledge of smartphones and in particular android-based devices
• Familiarity with web-based applications e.g. websites, document creation and editing
• Experience of ticketing systems e.g. JIRA

Skills:
• Ability to collaborate with teams in remote locations, communicating effectively both written and verbally
• Experience of public health or eye health program an advantage
• Aptitude for problem solving
• Good prioritization skills
• Highly organized & focused
• Strong computer skills.

Desirable Experience:
• Experience working in an NGO setup.
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<tr>
<th>Qualifications:</th>
<th>The position involves:</th>
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<tr>
<td>• University Degree or diploma in computer studies, IT or Statistics</td>
<td>This position does involve “Working with Children” either direct or indirect.</td>
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<th>Travel:</th>
<th>Additional Responsibility:</th>
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<tr>
<td>Domestic</td>
<td>Ensure that the work for which they are responsible is carried out in ways, which safeguard the health and safety of workers.</td>
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