IT Officer

Bristol, UK

September 2019

About Development Initiatives

Development Initiatives (DI) is an independent international development organisation working on the use of data to drive poverty eradication and sustainable development.

Since DI was established in 1993 our expertise and passion has been rooted in the role data can play. We are focused on getting better data on poverty and vulnerability, so we know where need is greatest and whether efforts are working. We are dedicated to improving information about resources so that they can be targeted effectively – and we want to help others use data to improve decision-making and drive better results.

We work to ensure that decisions about the allocation of finance and resources result in an end to poverty, increase the resilience of the world's most vulnerable people, and ensure no one is left behind. We want these decisions to be underpinned by good quality, transparent data and evidence on poverty and resources, and lead to increased accountability and sustainable long-term outcomes.

We believe there are enough resources in the world to consign extreme poverty to history, but poor or inaccurate information means these resources are not reaching those who most need them. While data alone will not end poverty, it is a vital catalyst for increasing knowledge, providing clarity and improving decision-making at local, national, regional and global levels.

Our work focuses on three key areas:

1. Measuring the progress of people out of poverty

   Our work on poverty is about driving commitments and investment towards improving poverty data, and drawing on existing data to start building a clearer and more accurate picture of poverty

2. Investments to end poverty and build resilience

   Our work on resources is about informing national, regional and international actors on how to mobilise, track and improve the targeting and effectiveness of the many different resources that can address poverty, vulnerability and crisis

3. Data use of sustainable development

   Our work on data use is about breaking down barriers to data use, improving data availability and usability, and helping people use data effectively in order to drive efforts to end poverty and build resilience

"An indispensable tool that shines a light on progress" DFID Senior Humanitarian Policy Advisor (about our Global Humanitarian Assistance Report 2017)

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Role content and purpose

Reporting to the IT Infrastructure Manager, the post-holder will be responsible for monitoring and maintaining the company's computer systems and networks. This will involve technical user support, software / hardware installation and configuration, technical troubleshooting and ongoing technical infrastructure maintenance.

This is an agile role and the post-holder will need to react quickly and efficiently to ensure business disruption is kept to a minimum. There is also scope within this role to work directly with the IT infrastructure manager on developing technical solutions that enable the company to work more efficiently across its different locations.

Role profile

- Technical fault diagnosis and user support both in the office and remote (through TeamViewer software)
- Software Installation and Upgrades across DI's locations
- System and network Management
- Technical Advice and Guidance
- Assisting in testing new IT systems and processes
- User Profile Administration
- Staff equipment configuration
- Asset register management and ongoing asset tracking
- Finance system (FocalPoint) support and administration.

General responsibilities

- Be aware of and take personal responsibility for any health and safety issues and obligations.
- Uphold all aspects of company policies and procedures and legal requirements in relation to personal conduct.
- Prepare for and engage in one-to-one meetings and performance management appraisals.
- Maintain professional development and personal development plans.
- Be willing and committed to taking on new work as required and be proactive.

No job description or role profile can encompass all tasks and duties that may be required, and we will expect the postholder to carry out other duties and tasks from time to time that are broadly consistent with those in this document.

Person specification

Area		Essential/Desirable
Experience	• Innovative thinker with experience in solving complex problems	E
	• A year or more's work experience within an IT related function	D
Skills and abilities	• Good interpersonal and written communication skills	E
	• An ability to react quickly and troubleshoot methodically	E
	• Excellent listening skills and an ability to ask questions that enable quick resolution of technical issues	E
	• Excellent communication skills, both verbally and in writing	E
Education	• At least 5 GCSE's C and above (or equivalent) including Maths, English & IT	E
	• Higher-level qualification in IT such as an A-level or degree	D
Knowledge	• Excellent written and clear spoken English	E
	• Strong knowledge of Microsoft Office	E
	• Knowledge of GDPR and legislation / compliance	D
	• Technical understanding of as many of the following applications as possible is an advantage;	D

- Microsoft Azure
- Veeam
- WatchGuard Firewall & Live Security
- Ubiquiti Unifi WiFi
- Slack
- Box
- CRM systems (HubSpot)
- Windows server (2008 R2, 2012, 2019)
- Access Dimensions & Access Group products
- Symantec
- Messagelabs
- Microsoft Office 365 & Windows 10
- Cloud based infrastructure
- SaaS
- Cyber security
- R, SQL, Python, PHP, HTML, CSS, Javascript

Area		Essential/ Desirable
Personal attributes	• Passionate about technology and how it influences business	E
	• A self-starter who can work independently and use their initiative with minimal support	E
	• Enthusiastic, with a willingness to learn and can-do attitude	E
	• Confidence to question the validity of information and in offering ideas and solutions	E

Contractual details

Start date: From September 2019, depending on notice period
Location: North Quay House, Quay Side, Temple Back, Bristol, BS1 6FL
Length: Permanent
Salary: £20,000 - £23,000 per annum, depending on experience
Hours: 35 hours a week, Monday–Friday
Probation: 3 months
Leave: 25 days pro rata, plus all bank/public holidays

Application details

Your CV (no more than three pages) and covering letter, which should detail your skills and evidence of experience and how it relates to the job description, should be emailed to Connie Fitzgerald (Human Resources Officer) at HR@devinit.org, quoting ref: **IT Officer** in the email subject line. Your letter should also include your salary expectations, notice period/available start date and where you saw the job advert.

Closing date: 26 August 2019
First interview: To be advised

Other

We welcome applications from all sections of the community.

We have a duty to prevent illegal working by checking potential employees' documents, before employing them, to ensure they have the right to work in the country in which this post is based.

Evidence of right to work will be requested.

Development Initiatives is an equal opportunities employer and in line with our policies, we aim to ensure that no job applicant receives less favourable treatment on the grounds

of race, colour, nationality, religion, ethnic or national origin, age, gender, marital status, sexual orientation or disability.

We find it helpful for all applicants to complete our Diversity Monitoring Form found on our website at: http://devinit.org/working-with-us/vacancies/

Working together

"People are our greatest asset" – it's a well-used saying, but at Development Initiatives, it really is true.

We acknowledge that we work in an environment where the pace is often fast, and we need our people to be able to respond swiftly and creatively to new situations and demands, so it makes sense that the better our employees are, the more effective we will be and for this reason, we work hard to create an environment that meets everyone's needs.

In line with our values (empowering, transparent, impartial, innovative, agile, quality), we aim for a culture of honesty and openness and want to attract and retain talented people who share our vision. We also like to offer individuals the space to use their talents in an innovative working environment with colleagues who are passionate about our vision.

So, what else do we offer?

- Work in an informal work environment (e.g. casual dress code)
- Work from an office in the UK that is accessible for wheelchair users
- A competitive salary and benefits package
- Flexible working arrangements (e.g. homeworking, flexitime)
- Up to 5 days' paid leave to dedicate time to a volunteering activity of your choice that works to address poverty or help vulnerable people
- Paid study leave with financial support where appropriate
- Paid professional fees
- Pension scheme with 5% employer contribution
- Simply Health Cash scheme with employee assistance programme
- Enhanced policies (such as maternity, paternity and adoption leave and sick pay)
- 25 days holiday plus all bank and public holidays and discretionary paid time off at Christmas
- Membership of a cycle to work scheme
- Childcare vouchers
- Free eye tests
- Buy/sell holiday scheme

The Bristol office is only 5 minutes from Temple Meads train station and 10 minutes from Bristol city centre and we offer free parking (on a shared rota) for those members of staff who cannot cycle, walk or use public transport.