

TERM OF REFERENCE

Area IT Officer

About Acted

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“ We go the last mile. Founded in Afghanistan, against the backdrop of a forgotten crisis, Acted's mission is to save lives and support people in meeting their needs in hard-to-reach areas. Millions of vulnerable people around the world need humanitarian assistance today, and hundreds of millions will need it tomorrow, in the face of the growing threat of climate change. We believe that our assistance must be conceptualised and delivered within the framework of people's natural environments, and the territories on which they depend. Therefore, Acted pursues a triple mandate as a humanitarian, environmental and development aid actor, contributing to the relief, stabilisation, and recovery of crisis-affected people in fragile areas. This vision is guided by the motto “Think Local – Act Global” - reflecting the need to rely on a deep understanding of local territories and contexts to develop and implement actions based on local knowledge, structures and capacities. This local thinking contributes to a global response - running through all Acted programming and operations - as we work together towards the building of a 3ZERO world: a world with Zero Exclusion, Zero Carbon, and Zero Poverty”.

Greening strategy:

Acted's greening strategy aims to tackle environmental degradation and climate change while meeting the needs of the most vulnerable who are often those most affected by the deepening environmental crisis. Each Acted employee will adhere to these principles through key green programming responsibilities:

- Contribute towards the adherence and development of the greening strategy plan.
- Explore innovative green programming opportunities and/or solutions within your realm of responsibilities and roles
- Encouraging and promoting environmental safeguarding processes and environmental programming standards in accordance with SOPs and technical guideline notes

Acted PSEAH Policy:

The IT Officer has the responsibility to adhere to the PSEAH Policy (Protection against Sexual Exploitation, Abuse and Harassment). IT Officer has the obligation to complete all mandatory trainings related to the Code of Conduct and the PSEA policy and report any safeguarding concern such as breaches of organisational policies or codes of conduct according to Acted's procedures. IT Officer carries out work duties in a way that does not harm children, vulnerable adults or other staff or volunteers.



<u>Location:</u> NWS-Aleppo	<u>Start Date:</u> ASAP
<u>Job Purpose</u> The IT Officer will be responsible for providing prompt reactive and proactive support to end users. Core responsibilities include diagnosing and resolving hardware and software issues, monitoring network performance, managing Helpdesk tickets, configuring network and infrastructure devices, overseeing user account management, and supporting IT procurement processes. The role also involves contributing to reporting, delivering user training, and ensuring adherence to Service Level Objectives (SLOs). Additionally, the IT Officer is expected to take initiative in driving and implementing IT projects.	
<u>Chain of Command</u> <u>Under the authority of:</u> IT Support Manager <u>Line Management:</u> DAC	<u>Working Relations</u> <u>Internal:</u> All FLATS Program Coordination <u>External:</u> Suppliers & Contractors
<u>Objectives</u> 1. Deliver remote and on-site IT support service at the base and all Acted/Reach locations in the NWS area (suboffices, camps, guesthouses, and warehouses) 2. Ensure optimal performance of wired and wireless networks at the base and suitable connectivity for all network devices. 3. Perform timely setup of employees' workstations and other IT office equipment. 4. Provide technical expertise for IT related procurement and efficient communication with 3rd party IT service suppliers. 5. Guide and train Acted staff within the area on the use of approved software. 6. Ensure the smooth operations and maintenance of Acted systems. 7. Ensure Acted ICT systems (hardware, software, and telecommunications) comply with mission policies, Acted logistics & donors' procedures, best practices & national regulations. Support implementing and setting the IT department's strategic goals objectives	
<u>Duties and Responsibilities</u> • IT Helpdesk 1. Provide 1st line support (on-site or remotely) and ensure timely escalation to Capital IT as appropriate 2. Create and update tickets in the IT Helpdesk 3. Ensure SLO (Service Level Objectives) are met for the responsible work area(s) 4. Frequently travel to other Acted/Reach sites in the area to deliver IT support services 5. Liaise with Capital IT for account creation, management, and termination • IT Infrastructure	



1. Monitor and maintain IT infrastructure devices and solutions
2. Create detailed manuals for system configurations
3. Assist another IT Team member in infrastructure configuration
4. Ensure high security configurations are implemented
5. Enforce strong passwords and MFAs are used to secure Acted systems
6. Conduct research to identify advancements in hardware and software infrastructure, offering guidance on solutions and methodologies to enhance the security of IT environments.
7. Support implementing standards in line as advised by IT Support Manager for server and network configurations
8. Check system configuration and infrastructure and validate them across the mission
9. Identify, diagnose, and replace failed components quickly
10. Perform proactive maintenance tasks to minimize system downtime.
11. Monitor network and internet connectivity to ensure high availability (LAN/WAN) at the office, guesthouse, all suboffices, and at the camps.
12. Ensure change requests are raised to IT Support Manager for approval before changes are made.

• **Projects**

1. Participate in projects as directed by IT Support Manager and in global projects driven by Paris HQ
2. Under the supervision of IT Support Manager, take part in projects aiming to improve the system, connectivity, and service
3. Track and report on project tasks status on regular basis

• **IT Policies & procedures**

1. Enforce and report breaches to IT policies to the IT Support Manager
2. Assist in the onboarding/offboarding of staff and ensure it is correctly carried out including inventory, induction, creation, and deletion of accounts for your area.

• **Procurement**

1. Validate the technical specifications stated in the Order Forms, ensuring their compliance with the IT standards.
2. Ensure any IT procurement is authorized by the IT Support Manager.
3. Conduct IT technical checks to validate supplier offers against requested specifications.
4. Ensure appropriate documentation is completed and sent to logistics.
5. Prepare documents, reports, or details for any procurements as directed by IT Support Manager

• **Reporting**

1. Report on IT office updates on a weekly basis or when needed to the IT Support Manager
2. Assist in TITANIC reports as requested by the IT Support Manager

• **Training, Development, and research**

1. Continual self-development of technical features for: Microsoft solutions such as Windows 10/Office 365, wireless and wired technologies, printing, cameras and video conferencing equipment, and other solutions used by the mission.
2. Participate in training delivered inhouse, externally or OnDemand paid for by Acted.
3. Deliver training to Acted staff
4. Assist in the development of new and improved training programs for users.
5. Deliver induction sessions to incoming Acted staff upon arrival



6. Create and regularly update content designed for a user knowledge base aimed at helping individuals with IT issues.

- Whilst this TOR defines the main responsibilities and work required, this is subject to change to meet the needs of the mission, and duties changed by the ITSM.

Key Performance Indicators

- Achieve a 95% resolution rate for assigned Helpdesk tickets.
- Respond and solve Helpdesk tickets within 72-hour

Qualifications

- Bachelor's degree in computer science or IT related field
- Minimum 2-year work experience in IT support position or relevant IT position
- Fluent in Arabic, Intermediate level in English
- Good knowledge in wireless and wired networks
- Troubleshoot experience in Hardware/Software
- Good knowledge in Windows 10/11
- Good knowledge of Office365 features
- Good writing and communication skills
- Preferably at least 1-year work experience in a similar position with an INGO

How to Apply:

If you meet the requirements and interested in this role, please use the link below to access and complete the application form.

[Area IT Officer – Fill in form](#)

