TERMS OF REFERENCE

Position Title: Information Administrator

Role: Administration and maintenance of Information Systems

Expected Salary Range: R30 – R33K per month (dependent on experience)

Duration: Full time

Start date: 1 July 2022, or as soon as possible

Applications Close: 29th May 2022

Location: Cape Town, South Africa

About SouthSouthNorth

SouthSouthNorth (SSN) supports national and regional responses to climate change through policy and knowledge interventions, partnerships and deep collaboration. We do this by connecting people and information, enhancing capability and mobilising resources to respond innovatively to the challenges and opportunities that climate change presents. Being positioned in the Global South affords SSN a deeper understanding of, and connection to, the climate and development challenges facing the region. We enhance developing countries’ access to climate information by brokering climate knowledge through formalised exchanges among various stakeholders. We assist decision makers in delivering climate compatible development by informing policy formulation and implementation. We bring good governance to management of donor funds, technical assistance and project management.

Full details of the projects that SSN currently implements are available at www.southsouthnorth.org.

Role summary:

This position within SSN covers two overlapping mandates, and entails the administration and maintenance of:

- Hardware, software, apps and users within SSN’s IT department.
- Internal collaboration platforms, and content sharing systems within SSN’s Ops Hub.
Roles and responsibilities

- Provide first line IT support to internal users
- Hold point-of-contact liaison with external suppliers
- Track and ensure finalisation of support tickets
- Conduct solution scoping and system configuration under supervision
- Assist in implementation of system transitions
- Create and manage user accounts and permissions
- Supervise training regimes for existing and new staff
- Install, evaluate and test software upgrades, expansions or enhancements
- Maintain file storage repositories, structures, and permissions

Experience and Knowledge Base

- Experience working on and with Macbooks and Apple OS
- Experience working in Dropbox, Google Suite, Wrike/ Asana
- Prior engagement in Information System administration
- Technical proficiency in spreadsheet-based monitoring and reporting systems in MS Excel 2016 and later
- Financial budgeting and logistics planning experience
- SQL or relational database skills, or experience writing basic SQL scripts
- Prior exposure to business intelligence tools such as Power BI, IBM Cognos, Google Data Studio, Qlik

Competencies and personal qualities

- Excellent written and verbal communications
- Ability to self-manage deadlines and workflows
- Exceptionally accurate and efficient in quantitative work
- Ability to work within a flexible and fluid work environment
- Reliability with long-term, repeated tasks
- Proficient in documenting processes and system designs
- Eagerness to learn new approaches to data handling
- A grasp of general business and accounting practices
- Patience, resourcefulness and a willingness to help others
- Ability to work in a team

Qualifications

- Basic IT and networking knowledge, basic coding course
- Tertiary qualification or course in an IT field, or equivalent
Application process

To apply please complete the application form on the following link: Information Administrator Application Form

Applications will close at midnight on 29 May 2022. Shortlisted candidates will be contacted within two weeks of the closing date. If you are not contacted within this time period, please consider your application unsuccessful. Unfortunately, we are not able to offer feedback on any application made for this job posting.

SSN reserves the right not to make an appointment.