edify

IT Support Lead
Location: Africa

Position Description

Organization Summary:

Edify's mission is to improve and expand sustainable Christ-centered education globally. Edify is a non-profit organization registered in the U.S. since 2009 and now has operations in 14 countries: Bolivia, Burkina Faso, Dominican Republic, Ecuador, El Salvador, Ethiopia, Ghana, Guatemala, Liberia, Panama, Peru, Rwanda, Sierra Leone, and Uganda. Edify is focused on 3 key resources:

- **Training** of school leaders and teachers to develop Christ-like character in students, and training school leaders to manage and grow their schools effectively.
- **Loan Capital** to expand and improve school facilities.
- **Education Technology** to enhance learning outcomes and employability

Learn more at www.edify.org

Position Start Date: October 1st, 2024
Location: Remote - Africa
Reports To: Chase Ketchum - Director of IT

Work Environment:

This position will be a full-time position based in Africa, reporting to the Director of IT.   The atmosphere of Edify is one where you can expect to perform widely varied tasks across various fields of technology. There will also be collaboration with Edify's global team in the other countries where Edify operates.

Job Summary:

The IT Support Lead role provides technical support, troubleshoots computer problems, manages support tickets, performs system maintenance, and documents solutions. Specific duties include communicating with staff, preparing training materials, conducting training sessions, acting as a technology liaison, assisting in project support, creating documentation, pursuing continuous improvement, managing IT assets, promoting security awareness, and handling onboarding and offboarding processes. Additionally, Salesforce-related responsibilities involve ticket management, data maintenance, training, documentation, staff support, and project assistance.

Primary Responsibilities:

Correspondence and Training:
- Communicate effectively with staff via the ticketing system, email, virtual meetings, and in-person.
- Prepare and deliver training materials on IT systems and best practices.
- Conduct one-on-one or group training sessions for new software or hardware implementations.

Office Hour Training Sessions:
- Assist in organizing and conducting regular office-hour training sessions
- Prepare relevant content and demonstrations for these sessions
- Address questions and provide hands-on guidance during training

Technology Liaison:
- Act as a bridge between the IT department and other departments
- Communicate technical information in a clear, understandable manner to non-technical staff

Project Support:
- Assist in the rollout of new technologies or software across the organization
- Provide feedback on user experience and suggest improvements

Documentation:
- Create and maintain user guides, FAQs, and standard operating procedures
- Develop training materials tailored to different user groups within the organization

Continuous Improvement:
- Stay updated on new technologies and industry best practices
- Suggest and implement process improvements for IT support services
- Analyze data to identify recurring issues and propose solutions

Asset Management:
- Track and manage IT assets, including hardware and software licenses
- Assist in the procurement and deployment of new equipment

Security Awareness:
- Promote IT security best practices among staff
- Assist in implementing and maintaining security protocols

Onboarding & Offboarding:
- Onboarding new hires: preparation, training and orientation, follow-up
- Offboarding staff: preparation, account and access management, data handling, security measures, documentation

Travel Expectations:
Edify's annual staff conference rotates between US and international locations, requiring travel.

Education Required:
- Having a bachelor's degree is highly desirable.
- A bachelor's degree in computer science or related field may be preferred.

Experience Required:
- Must have spent at least three years working in a technical support role.
- IT certifications demonstrating expertise are highly desirable (A+, Security +, Salesforce Admin, etc.)
- Salesforce, Jira, Google Workspace, and RMM experience are highly preferred.

Minimum Requirements:
- Personal confession of faith in Jesus Christ and commitment to Edify's mission.
- Living example of servant leadership, humility, and willingness to learn.
- Passionate about Edify's mission and alleviating global poverty.
- High degree of integrity.
- Excellent time management skills & ability to take self-directed initiative to achieve goals.
- Ability, willingness, and flexibility to learn.
- Capacity for patiently providing support for end users and training others to use technology.
- The ability to write detailed technical documentation that is clear and can be followed by other members of the team when needed.

- Experience troubleshooting a broad range of technical issues.

Additional Information:

Applications will be accepted for this position through September 2024