



AWAZ-E-NISWAN

Information Technology (IT) Officer

Terms of Reference (TORs)

Introduction

Awaz-e-Niswan (AAN) is a membership-based non-partisan network, incorporated as a non-profit with the Securities and Exchange Commission of Pakistan. AAN aims to increase the visibility and influence of women voters and their issues among duty bearers. AAN is seeking the services of an IT Officer to ensure smooth IT operations at the AAN National Secretariat in Islamabad and in the field.

Key Deliverables

Information Technology (IT) Services performs a critical role in supporting and managing the computers systems, equipment and providing support services to the organization. The IT Officer is responsible for supporting all aspects of the IT systems and services. Additionally, the role includes responsibility for ensuring the security and integrity of computer operations and systems development in accordance with a well-developed organizational IT plan. Responsibilities include but are not limited to the following:

- Develop an IT plan for the organization
- Install and configure computer hardware operating systems and applications.
- Assist in provision of technical assistance to staff to help set up systems, solutions rollout and/or resolve issues.
- Support the management and maintenance of the AAN website, the AAN membership and volunteer database
- Troubleshoot technical issues to resolution and/or escalate as per system and policies. Also expedite resolution of any HW/SW related problems in a timely manner. Log all incidents and service requests in designated Helpdesk system. Manage Helpdesk tickets, planning and prioritising systematically to minimise backlog and ensure operational efficiency.
- Ensure system and data security is maintained at a high standard, ensuring the integrity of the organization network is not compromised.
- Monitor performance of IT systems, while ensuring issues are appropriately handled/resolved.
- Demonstrate commitment to and promotion of a culture of service excellence and continual improvement within the IT team.
- Maintain and develop excellent working relationships with coworkers, staff etc, in a professional and appropriate manner.
- Assist with ongoing development of related firm policies and procedures, including appropriate controls around organizational change management. Audit systems and assess their outcomes, and report thereupon.
- Preserve assets, information security and control structures

Required skills, qualifications and competencies

BS /MS in Computer Science or relevant IT degree. Proven working experience as an IT Officer in IT intensive environment. Hands-on experience with Computer Hardware/Software , computer

networks, network administration and network installation. Ability to work in a team, self starter, highly motivated, comfortable in taking initiatives and able to work with minimum supervision. Women candidates are strongly encouraged to apply.

Period of assignment

Regular employment opportunity with a fixed term contract.

How to apply?

Email your CV with cover letter and 'IT Officer in subject line by **27 November 2020** to:
HR@aan.org.pk