

JOB DESCRIPTION

Job Title: IT Support & Security Officer	Department: Information Technology (IT)
Reporting To:	Job Type: Remote, part-time (5 hours a week) & Volunteer (unpaid)
Job Objective(s) To provide reliable IT support services and ensure the security, integrity, and availability of the organization's digital infrastructure, systems, and data. The role is responsible for supporting remote staff and volunteers, maintaining cybersecurity best practices, managing user access, troubleshooting technical issues, and promoting a secure and efficient digital working environment across the organization. The successful candidate will play a critical role in maintaining business continuity, protecting organizational information assets, and enabling staff and volunteers to work effectively in a fully remote environment.	
IT Support • Provide first-level technical support to staff, volunteers, and consultants. • Troubleshoot and resolve hardware, software, email, and connectivity issues remotely. • Support users with productivity and collaboration platforms such as Google Workspace, Microsoft 365, Zoom, Slack, and other approved applications. • Assist with onboarding and offboarding activities, including account creation, access management, and equipment setup guidance. • Maintain an inventory of organizational IT assets and software licenses. • Develop and maintain user guides and technology support documentation. Information Security • Monitor and maintain cybersecurity controls across organizational systems and platforms. • Administer user access rights and permissions based on approved access levels. • Ensure implementation of password management and multi-factor authentication (MFA) requirements. • Conduct periodic reviews of user accounts and system access. • Monitor for potential security threats, vulnerabilities, and suspicious activities. • Support incident response activities and document security incidents. • Promote cybersecurity awareness among staff and volunteers through regular communication and training. Systems Administration • Support the administration of cloud-based systems and applications. • Manage email accounts, shared drives, calendars, and collaboration tools. • Assist in implementing data backup and recovery procedures. • Support software updates, security patches, and system maintenance activities. • Maintain IT policies, procedures, and records. Compliance and Governance • Support compliance with organizational information security and data privacy policies. • Assist with risk assessments related to technology and information security. • Maintain confidentiality and integrity of organizational and stakeholder information. • Recommend improvements to strengthen IT operations and security posture. Reporting • Prepare periodic reports on IT support activities, incidents, system health, and security matters. • Escalate critical technical or security issues to management as required.	
Skills and Competencies Technical Skills • Strong knowledge of cloud-based collaboration platforms (Google Workspace and/or Microsoft 365). • Understanding of cybersecurity principles and best practices. • Experience managing user accounts, permissions, and access controls. • Knowledge of endpoint security, MFA, password management, and data protection practices. • Familiarity with remote troubleshooting tools and techniques. • Basic understanding of networking concepts and cloud technologies. Behavioural Competencies • Strong problem-solving and analytical skills. • Excellent communication and interpersonal skills. • High level of integrity and confidentiality. • Strong attention to detail. • Ability to work independently with minimal supervision. • Customer-service orientation and responsiveness. • Strong organizational and time management skills. • Continuous learning mindset and adaptability.	

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Other Qualifying Criteria

Education:

- Bachelor's Degree or Diploma in Information Technology, Computer Science, Information Systems, Cybersecurity, or a related field.
- Relevant professional certifications are desirable (e.g., Google Workspace Administrator, Microsoft 365 Fundamentals, CompTIA Security+, Google Cybersecurity Certificate, ISC2 CC, or equivalent).

Experience:

- Minimum of 2 years' experience in IT support, systems administration, cybersecurity, or related roles.
- Experience supporting remote or distributed teams is an advantage.
- Experience working with NGOs, non-profits, or volunteer-based organizations is desirable.

Knowledge:

- Knowledge of information security principles and cybersecurity best practices.
- Understanding of data protection and privacy requirements.
- Familiarity with remote work technologies and collaboration tools.
- Knowledge of business continuity and incident response concepts.

Time zone: GMT to GMT+4