Information System Officer

Job Description:

Institute of Social and Policy Sciences (I-SAPS) is mandated to undertake multi-disciplinary research, developing human resources, informing public policies, optimizing development initiatives, and engaging state and market actors for sustainable development. I-SAPS is engaged in research and analysis, policy dialogues and advice, teaching and capacity building, and providing technical assistance support to public, private and development sector organizations and their staff. The Institute also engages in development projects at selected geographical areas. I-SAPS is currently undertaking an initiative titled 'Improving Girls Education Activity (IGEA) in Pakistan in Khyber Pakhtunkhwa including newly merged districts. For the implementation of project activities, I-SAPS is hiring Information System Officer at Peshawar office.

Specific Responsibilities:

Officer will be based in Peshawar. The Officer will be required to:

- Provide first point of IT Support contact for all Project staff.
- Installing and configuring computer hardware operating systems and applications.
- Troubleshoot technical issues to resolution and/or escalate to supplier or partner organizations as required.
- Log all incidents and service requests in WLFs designated Helpdesk system.
- Manage Helpdesk tickets, planning and prioritizing systematically to minimize backlog and ensure operational efficiency
- Ensure system and data security is maintained at a high standard, ensuring the integrity of the WLF network is not compromised.
- Expedite the repair of hardware faults and software configuration problems, notifying or forwarding to relevant suppliers in a timely manner.
- Monitor performance of WLF systems, ensuring issues are appropriately escalated and resolved.
- Provide technical assistance to project teams and undertake technical project roles when required; supporting the roll-out of new applications and solutions.
- 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 key suppliers, conducting dealings in a professional and appropriate manner.
- Any other task assigned by supervisor

Qualifications/Experience:

- 4 Years Bachelor/Masters' Degree or relevant advanced degree in IT or Diploma in IT.
- At least 5 years' experience in the field of working on an education-related project.
- Proficient in MS Office, MS Word, outlook, website management etc.
- Good communication skills in English

Apply:

Please send your CVs to hrs@i-saps.org by September 23, 2022.