

Job Description & Role Explanation

Position: West Africa IT support specialist

Department – IT

Reports to: Africa IT Coordinator

Location: Togo

Employment Type: Full Time

Office Hours: Monday-Friday, 8:00 am-5:00 pm

Effective Date: 01/01/2025

Who we are

The Timothy Initiative (TTI) partners with local leaders to reach their nations for Christ. We aim to advance Christ's Kingdom by multiplying disciples and disciple-making churches worldwide. TTI is active in over 30 countries globally and 25 countries in Africa. We work mainly with churches located in areas hostile to Christianity and the gospel to see ACHIEVE (A Church in Every Village Everywhere) achieved.

Job Scope

The IT Support Specialist is responsible for providing technical support and assistance to our staff both in the office and in the field. This entry-level role will also help support the team by managing IT assets and will work closely with the Africa IT Coordinator in maintaining and troubleshooting our IT systems.

Spiritual Life

- Most importantly, each team member at TTI is expected to maintain a personal relationship with Jesus Christ as a top priority, be a consistent witness for Jesus Christ, maintain a courteous, Christ-like attitude in dealing with people within and outside of TTI, and faithfully uphold TTI's ministry in prayer.
- Secondly, your family should be your priority over work. If married, ensure you have the right relationship with your spouse and children.
- Prayer for TTI and others should be a priority. All countries in your continent need your focused attention and prayer.
- Must identify and be accountable to at least one other person every week.

Minimum Qualifications (Knowledge, Skills, and Abilities):**Education and Experience:**

- Associate's Degree required. Bachelor's degree in related field preferred.
- Experience in the usage of computers and advanced knowledge of web-based systems required.
- Experience in supporting computer hardware, software, and web-based applications preferred.

Knowledge and Skills:

- Passion for The Timothy Initiative's Mission.
- Maintain the highest level of confidentiality and trust.
- Ability to learn, understand, and apply new technologies.
- Able to prioritize and multi-task, using good time management skills in a fast-paced environment; Strong organizational skills a must.
- Develop effective work plans, organize details, set priorities, and meet deadlines.
- Solid written and oral communication skills and excellent phone manners. Accountable for supporting, upholding, and engaging in TTI's Vision, Values & Mission in all internal and external communication and relationships.
- Administrative writing, reporting & tracking skills.
- Proficiency with spreadsheets, databases, and Word processing.
- Ability to work as part of a team.
- Possesses a helpful, diplomatic, and caring attitude to all.
- Must be hospitable and have good people skills to represent TTI.

Essential Duties and Responsibilities:

The essential functions of the IT Support Specialist may include, but are not limited to the following:

- **IT Endpoint Support**
 - Provide technical support and assistance to staff via phone, email, and in-person.
 - Install, maintain, and troubleshoot hardware and software issues.
 - Set up and configure new computers, printers, and other peripherals.

- Manage application support, including installation, updates, access rights, and troubleshooting.

- **IT Asset Administration**
 - Track and manage IT assets, including hardware and software inventory.
 - Work closely with IT Director to improve asset management processes and procedures.
 - Assist with maintaining a standardization of equipment to lower total costs.
 - Assist with purchasing IT assets that support organizational goals.
 - Assist in the development and enforcement of IT asset management policies.

- **Microsoft Administration**
 - Administer and support Microsoft 365, including user management, security, and collaboration tools.
 - Provide support and troubleshoot issues related to Microsoft Exchange, SharePoint, Teams, and OneDrive.
 - Ensure proper configuration and maintenance of the Microsoft 365 environment.
 - Assist with migrating data and services to Microsoft solutions.

- **General IT Support**
 - Respond to and resolve IT service requests in a timely manner, ensuring minimal disruption to service.
 - Provide technical support and training to end-users on IT tools and systems.
 - Collaborate with the IT team to identify and implement improvements to IT processes and systems.
 - Participate in IT projects, including system implementation, upgrades, rollouts, and migrations.
 - Maintain documentation of IT procedures, configurations, and support processes.

- **Security and Compliance**
 - Assist in the monitoring and enforcing IT security policies to protect organizational data and systems.
 - Assist in the implementation of security measures, including antivirus, device management, and encryption technologies.
 - Stay up to date with industry best practices and emerging technologies to enhance IT Security and efficiency.

- **Training**

- Develop and deliver training sessions for end-users on the use of IT systems, software applications, and best practices.
- Create user guides, manuals, and other instructional materials to support training efforts.

- Offer one-on-one training and assistance to users experiencing difficulties with IT systems or tools.
- Stay informed about new technologies and software updates and incorporate relevant information into training programs.
- Collaborate with departments to identify specific training needs and tailor sessions accordingly.