



## Job Description

<b>Position Title:</b>	Information Technology (IT) Supervisor
<b>Reports To:</b>	Administration and Finance Manager
<b>Supervises:</b>	Information Technology Specialist
<b>Division:</b>	CWS Africa
<b>Department:</b>	Administration
<b>Team:</b>	Rwanda
<b>Job Location:</b>	Rwanda/Kigali
<b>Grade Level:</b>	7

### Introduction

Church World Service (CWS) is a not-for-profit, faith-based organization transforming communities around the globe through just and sustainable solutions to hunger, poverty, displacement and disaster. CWS does not discriminate on the basis of race, color, religion, sex, national origin, gender identity, genetic information, age, disability or veteran status in employment or in the provision of services.

### Primary Purpose

This position is primarily responsible for overseeing the CWS Africa IT department 'daily operations, managing the IT Specialist, ensuring system reliability and security, receipt, categorization, prioritization, and resolution of end-user IT-related requests, including the monitoring, tracking, and coordination of helpdesk functions, field circuit rides management and implementing technology solutions that align with the organisation's goals. The position requires flexibility, innovation, initiative, good communication and interpersonal skills, and confidence in dealing with different systems and, more importantly, other people.

### Key relationships

#### Internal to CWS

- Regional IT Department
- Other Country office IT Departments
- Other team members in administration & program units.

#### External

- IT Vendors
- Regulatory bodies

### Working Environment

- Office environment.
- Periodic travel to the field as may be required

## **Core Job Responsibilities:**

### ***Leadership and Management (35%)***

- Team Leadership – Guiding and motivating the IT Specialist to achieve departmental goals and maintain high performance.
- Staff Development – identifying training needs, providing mentorship, and facilitating professional development opportunities for team members.
- Project management – overseeing IT projects from planning through execution, ensuring they are completed on time and within budget.
- Performance Evaluation – conducting regular performance reviews and providing feedback to the team members.
- Strategic Planning – collaborating with upper management to develop and implement IT strategies that align with organisational objectives.
- Problem Solving – Addressing technical issues and challenges that arise and implementing solutions to prevent recurrence.

### ***IT Support Coordination (30%)***

- Maintenance of the organization's ICT resources.
- Monitor, control, and support IT service delivery; ensuring systems, policies and procedures are in place and followed.
- Service Desk management and end users IT support; assisting individual staff with troubleshooting and resolving computer software and hardware problems.
- Owner of the Incident, Request, and Escalation processes, ensuring high levels of performance are achieved.
- Accurate reporting on IT service performance and proactively establishing service improvement activities.
- Take ownership of the escalation process of major incidents to ensuring coordination of resolving parties, and effective communication to stakeholders.
- Accountable for the quality of Service and performance.
- Responsible for maintaining a high level of customer/client satisfaction and finding ways to measure and improve it.

### ***Administration (20%)***

- Analyzing Service Desk data to identify technology needs.
- Assists with computer equipment and software budgeting, purchasing and installation.
- Upholds the Service desk escalation process through 1st and 2nd line IT support or as per the set escalation matrix.
- Travels to remote locations for monitoring of IT equipment and client support needs assessment.
- Coordinate with the respective departments on Circuit Ride IT staffing and support.
- Support and monitor the DINs installation Project across all remote processing locations in Africa.

### ***Collaboration (10%)***

- Travels to remote locations for monitoring of IT equipment and client support needs assessment.
- Coordinate with the respective departments on Circuit Ride IT staffing and support.
- Support and monitor the DINs installation Project across all remote processing locations in Africa.
- Works closely with the Property department to ensure that they keep an updated IT equipment inventory with functional IT equipment to support users.
- Liaises with RPC IT staff in Washington DC on START administration, circuit rides support, security compliance and providing any other remote technical assistance.
- Liaises with CWS Global IT Staff on staff and cross cutting systems support.
- Collaborates with and supports the sub office IT staff in their tasks and various projects.
- Working with the other IT units' specialists on various tasks and projects and when needed, covers the responsibilities of the other IT Staff.

### ***Additional Responsibilities (5%)***

- Other duties that may be assigned to enhance the quality and efficiency of support services to attain set objectives and maintain high professional standards of RSC Africa.
- Execute special projects and other duties as assigned by CWS/RSC Africa Leadership.

### **Qualifications**

#### **Experience**

- 8 years of paid work experience is required.
- 6 years of experience in IT related field is required.
- 3 years of experience in IT staff and systems support preferably in a Windows based environment, is preferred.
- Experience in managing a team and major IT projects is a plus.
- Two (2) years of work experience in an organization that adheres to US Government CFR 200 preferred.

#### **Skills**

- Best interpersonal and communication skills
- Strong knowledge of using and managing IT Service desk systems.
- Excellent problem-solving skills and willingness to constantly renew required knowledge.
- Excellent troubleshooting, diagnostics and problems solving skills in a Windows based environment.
- 1 to 2 years of experience implementing complex Infrastructure Projects.
- Networking: TCP/IP networking; Routing/switching design; Configuring installations and troubleshooting of routers, switches like Cisco/Meraki. Knowledge of protocols and services DNS, DHCP, VLAN, WAN, NAT, SNMP.
- Operating systems: Windows Servers 2008-2019; Windows 7 and 10 installations and configurations; Windows Server Virtualization and virtual server management such as Hyper-V; Microsoft Active Directory services.
- Familiarity with Cloud services such as IaaS, PaaS, SaaS, Office 365, Azure, AWS.
- Applications supporting MS Office 365 and IP Telephony for administration of IP telephony systems.
- Helpdesk: IT end-user support using ticketing systems as Helpdesk function; Software installation and updates on a regular basis; Supporting office equipment printers, beamers scanners and vendor management.

- IT Security: IT Security knowledge; Antispam Filters; Firewalls; DPI; Load balancers; Malware detection; IT security certifications as CISM, CISSP, CEH, and knowledge of IS standards including ISO27001 and ISO9001.
- Knowledge in Information System security frameworks and enterprise IT risk management
- Remote worker experienced in working daily with a remote team.
- Flexible and resilient team player with a positive attitude and excellent communication skills, especially in explaining complex technical concepts to senior management and business users.
- Servant Leadership that likes to challenge others and being challenged in return with a can-do attitude.
- Knowledge and experience of change management.
- Proactively finds solutions rather than waiting for answers and is a self-propelled person that likes to work.
- Knowledge in Linux Servers administration is a plus.

#### Education & Certifications:

- Bachelor's degree in information technology related field is **required**.
- Master's degree **preferred**.
- Other advanced professional training in IT related field is **required**.

#### Abilities

- Manage large and diverse workload under pressure with competing priorities.
- Maintain the integrity of official records.
- Analyse and solve complex problems and make sound decisions.
- Work with minimal supervision
- Maintain a high-performance standard with attention to detail.
- Work independently and as part of a team and contribute to overall operations of RSC Africa.
- Actively participate in the implementation of the U.S. Refugee Admissions Program (USRAP).
- Discuss technical information with users of diverse technical levels and discern their needs.
- Facilitate and negotiate.
- Supervise staff to ensure policies and procedures are implemented and executed in accordance with guidelines and standard operating procedures.
- Maintain a high-performance standard with attention to detail, completing tasks within set timeframes.
- Exercise good judgement and seek guidance as appropriate when confronted with unanticipated problems.
- Deal effectively and courteously with many associates, outside agencies, refugees and members of the public.
- Be flexible with changing of daily duties as needed.

#### Important Requirements:

- Strong English communication skills, both written and oral
- Ability to work in a multi-cultural environment required.
- Commitment to diversity, equity, and inclusion and willingness to support [CWS' Platform on Racial Justice](#) as a CWS employee required

Special Requirements:

- COVID Vaccination is required for all successful candidates.
- The candidate should be in good health, willing and able to travel extensively in often difficult conditions and have a high degree of flexibility.
- This position is based in Kigali Rwanda
- This position requires the use of laptops/ Computers, competence in Microsoft office packages is required.
- This position may require travel in sub-Saharan Africa on short notice and under sometimes difficult conditions to meet the demands of a dynamic operational program.
- **Background check which includes references, educational and criminal check is required before the start of employment.**
- A valid passport and the ability to maintain a valid passport throughout the entire appointment is required, which includes having enough passport pages for travel.
- **Physical:** This position requires bending, squatting, crawling, climbing, kneeling, sitting, standing, walking, pushing/pulling, handling objects (manual dexterity), reaching above shoulder level, using fine finger movements and lifting/carrying heavy loads
- **Environmental:** Incumbents in this position will be exposed to excessive noise, marked changes in temperature and/or humidity, dust and infectious diseases, harsh weather climates, long work hours, bumpy roads, extended travel, excessive sun exposure, and non-ventilated spaces
- Full time
- All employees should be prepared to work from the CWS office within their location of hire. Remote work arrangements may vary depending on location and the governing rulings regarding the COVID-19 pandemic.
- Any other special requirements that may be developed by Leadership and/or Management teams.

How to Apply:

Follow this link: [RW-Information Technology Supervisor \(National\) in Kigali, Kigali | Careers at Kigali \(icims.com\)](#)

**Please Note – CWS recruitment is free of charge.**

**Church World Service (CWS) does not charge fees of any kind during the recruitment process (Submission of application, interviews, assessments, training, etc.). Any solicitation of funds should be reported to [Fraud@CWSAfrica.org](mailto:Fraud@CWSAfrica.org).**