
CAREER OPPORTUNITIES AT CCARDESA

Strengthening the Dissemination of Knowledge about Climate-Smart Agriculture and Climate-Sensitive Natural Resource Management Project

ENGAGEMENT OF AN INFORMATION TECHNOLOGY SUPPORT OFFICER

1. BACKGROUND

The Centre for Coordination of Agricultural Research and Development for Southern Africa (CCARDESA) is a sub-regional organization established as a subsidiary entity of SADC and charged with the responsibility of coordinating agricultural research and development in Southern Africa. The mission of CCARDESA Secretariat is to *set the regional research and development agenda, mobilise resources, support capacity development, foster collaboration and provide agricultural information and knowledge in the SADC region.*

The Secretariat's ultimate goal is to contribute to sustainable reduction of food insecurity and poverty in the SADC region. It enjoys substantial support from SADC member States, as well as from other stakeholders in the SADC region and Development Partners. With its Information, Communication and Knowledge Management (ICKM) System CCARDESA is thriving towards becoming the SADC knowledge hub for agricultural research and development. CCARDESA mobilises research findings on sustainable and climate-smart agriculture for application by agricultural research and extension services, with the aim of improving the livelihoods of smallholder farmers in the SADC region.

CCARDESA is implementing an 18 months Strengthening the Dissemination of Knowledge about Climate-Smart Agriculture and Climate-Sensitive Natural Resource Management (CNRM) Project funded by GIZ.

Through the programme, CCARDESA intends to enhance knowledge management and communication for sharing innovations and advocacy related to climate relevant agriculture within the sub-region. The C-NRM ICKM component is aligned to the CAADP-XP4 programme whose overall objective is to enable agricultural research and innovation, including extension services, to contribute effectively to

food and nutrition security, economic development, and climate mitigation in Africa. The similarity in the two projects allows for the close collaboration.

1. Objectives of the Strengthening the Dissemination of Knowledge the C-NRM - CCARDESA project

1. To carry out a content analysis of the CCARDESA SAAIKS for widening the knowledge products to include audio/visual as well and create awareness through the media engagement in the member states.
2. To facilitate creation of the digital regional training database on the CCARDESA website, which will provide details of all training institutions in the region.
3. To digitalise the funding database that will be housed on the CCARDESA website and will be designed and populated with the input of contributors from the member countries.
4. To restructure the CCARDESA quarterly newsletter to include content from other stakeholders and widen its distribution network.

The CCARDESA Secretariat wishes to invite applications from qualified and competent candidates who are nationals of SADC Member States and **resident** in Botswana to immediately fill the following vacancy.

2. INFORMATION, TECHNOLOGY SUPPORT OFFICER

A. Tasks

I. Tasks (Hardware)

The IT Support Officer will

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- Facilitate purchases of new or improvements to IT hardware, software and networks in accordance with CCARDESA standards
- Conduct maintenance of IT equipment hardware and internal systems (e.g., PCs, notebooks, printers, digital cameras, scanners, conference facility, finance, MEL and ICKM systems). Ensure functionality and proper use of CCARDESA Video Conference system

II. Tasks (software)

The IT Support Officer will

- Implement, maintain and configures all standard CCARDESA software (e.g. Ms Teams, MS Office 365, WinPACCS, SAP)
- Test new or upgraded software and update all the software to the latest versions
- Provide and maintain backup programmes to ensure system availability
- Regularly update antivirus software

III. Tasks (the internet, websites)

The IT Support Officer will

- Maintain and update existing web sites and web pages
- Coordinate necessary modifications to the existing home page in consultation with the website developer and Management team

IV. Tasks (operational support)

The IT Support Officer will be

- Responsible for implementing ISO 27001
- Responsible for the availability of the LAN, installs any updates and ensures routine, professional maintenance of the necessary hardware, installs and maintains the LAN
- Consult with suppliers to guarantee the availability of the network, telephone system and IT hardware
- Monitor the market for quality and value for money, and is responsible for specifying and procuring computer equipment

- Support and maintenance of servers and security appliances such as Firewalls.

V. General tasks

The IT Support Officer will

- Manage and ensure general administration of the entire IT system
- Back up data and deals with the problem of data security
- Resolve all computer and internet problems, prepare all the necessary information and provides phone support
- Ensure that an IT emergency service is available
- Operate a remote help desk to staff working remotely
- Assist in advising on IT projects
- Maintains a list of all hardware and software systems, and updates this to reflect changes

VI. Communication Tasks

- Graphic design of posters, pamphlets, leaflets, adverts and banners
- Newsletter design and contentment management
- Manage the eLearning platform social media platforms including Facebook, Twitter and Dgroups
- Maintain stakeholder relations including regular communication with stakeholders to ensure information in relevant project databases is kept updated
- Manage virtual communication platforms during meetings/conferences/trainings
- Any other duties as will be assigned by CCARDESA management, and Program Officers

3. Minimum Qualifications and Requirements

Qualifications

- BSc in Computer Science/Information Technology or similar
- Current IT industry certifications (e.g. MCSA, MCSE, CCNA, CompTIA A+ and N+) are an asset
- Programming, SharePoint knowledge would be an added advantage
- Excellent working knowledge of current IT technologies, applications and best practices
- Good knowledge of English. Knowledge of other SADC languages will be an added advantage.
- Familiarity with IT hardware and software, IT network systems, database software, intranet and basic understanding of specific IT software.
- Experience in hosting webinars on zoom, teams and other platforms

4. Professional experience

- At least 5 years' professional experience in a comparable position
- Experience in graphic design, newsletter development, hosting virtual meetings and social media usage

5. Other knowledge, additional competences

- Outstanding working knowledge of ITC technologies (related software, phone, fax, email, the internet) and computer applications (e.g. MS Office 365)
- willingness to upskill as required by the tasks to be performed – corresponding measures are agreed with management
- Proficiency with VPN networks, firewalls, encryption, and other aspects of network security technologies
- Knowledge of Active directory, office 365 services including SharePoint
- Facilitation of multi-stakeholder meetings and platforms;
- Ability to work effectively in a multi-cultural environment and people management (supervision, mentoring, motivating, coordinating);
- Ability to work under pressure; and
- A commitment to meeting deadlines.

6. DURATION

This assignment will commence on the day on which the individual signs the agreement and will lapse after 18 Months, subject to satisfactory performance.

7. REPORTING

The consultant will report to the Finance & Administrative Manager who will be responsible for daily technical and administrative issues for the assignment.

8. MODE OF APPLICATION:

Application letters with detailed Curriculum Vitae and certified copies of relevant certificates should reach CCARDESA Secretariat **not later than 18th September 2022.**

All applications should be clearly marked “**INFORMATION TECHNOLOGY SUPPORT OFFICER**” on the subject heading on email.

Applicants who will not be invited for interview within one month after the deadline for receiving applications should consider themselves unsuccessful.

All applications should be addressed to:

The Finance & Admin Manager

Centre for Coordination of Agricultural Research and Development for Southern Africa
(CCARDESA) Secretariat

Ground Floor, Red Brick Building

Plot 4701 Station Exit Road

Private Bag 00357

Gaborone, Botswana

E-mail: procurement@ccardesa.org