

TEACHFORNIGERIA

Title: IT Associate

Reporting to: IT Lead

Employment Type: Full-time

Location: Lagos, Nigeria

About Teach for Nigeria

Teach For Nigeria is a non-governmental organization focused on developing leaders to address education inequity in our country. Our mission is to attract, engage and mobilize a critical mass of young change agents who will drive the movement towards educational equity and excellence in Nigeria, starting by recruiting outstanding graduates as full time teachers for two years in underserved schools in low-income communities. As a growing organization working in a complex environment, we are looking for exceptional individuals who are both self-directed and strong team players to make up our leadership team.

Position Summary

Teach For Nigeria is seeking a strategic and forward-thinking IT associate to support the organization's technology operations. This role is critical in ensuring the seamless operation and enhancement of our IT systems, supporting both our internal teams and broader organizational goals. Additionally, this role will be responsible for supporting all aspects of IT, including network security, system architecture, data management, and technology solutions to support the organization's mission and objectives. The ideal candidate will be a visionary leader with the ability to develop and support a robust IT strategy that aligns with our mission and ensures the sustainability and scalability of our technology infrastructure.

Key Accountabilities/Responsibilities & Activities:

- Providing technical support and maintenance of computer systems, software, and cloud applications.
- Troubleshooting and resolving technical issues in a timely and efficient manner.
- Configuring and deploying new hardware and software.
- Collaborating with the IT Lead and team to implement new technologies and solutions.
- Providing training and support to staff on the use of software and cloud applications
- Taking ownership of assigned tasks and delivering them with minimal supervision
- Identifying areas for improvement and proposing solutions to the IT Lead

Knowledge, Skills & Abilities:

- Exposure to software and cloud applications, specifically Google Workspace and Microsoft 365.
- IT support experience, with a strong understanding of troubleshooting and problem-solving techniques.
- Excellent communication and interpersonal skills, with the ability to communicate technical information to non-technical staff.

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- Empathy and a customer-centric approach to providing technical support.
- Ability to work independently and as part of a team.
- Strong analytical and problem-solving skills.
- Proactive and self-motivated, with a strong sense of ownership and accountability.
- Ability to take initiative and deliver tasks with minimal supervision.

Education and Experience Requirements:

- Bachelor's degree in Information Technology, Computer Science, or a related field.
- A minimum of 2 years' experience in providing technical support and maintenance of computer systems, software, and cloud applications.

How to Apply Click on this link: <https://forms.gle/7KLsFX6w1oWtorz88> and follow the on-screen instructions to submit your application.