



Vacancy Announcement

ERP & ICT Support Officer

Join our Team!

AFRODAD is currently looking for a highly experienced professional to fill the position of ERP & ICT Support Officer.

About AFRODAD

The [African Forum and Network on Debt and Development \(AFRODAD\)](#) is a Pan-African civil society organisation established in 1996 to advocate for debt cancellation and addressing debt related issues in Africa. Over the past 25 years, AFRODAD has built expertise on public debt management issues and its intersectionality with domestic resource mobilisation, and international public and private finance in Sub-Saharan Africa and continue to be concerned that African economies do not become highly indebted and in debt distress as in the 1980s. We work with Government Officials across Africa, Members of Parliament, Media and Journalists, Civil Society Organisations, and Representatives from the global financial architecture at continental and global levels. We advocate for accountable and transparent public debt and financial management; strengthen legal and policy frameworks to curtail leakages through illicit financial flows and profit shifting; prioritising revenue generating opportunities through all forms of finance in Africa. Our work focuses on influencing African governments and institutions to adopt accountable and transparent public debt management policies and practices for sustainable development and eradication of poverty.

Since our establishment, we have been contributing to finding sustainable solutions to Africa's challenges in debt and resources mobilisation, including financial development. Our main focus areas are Sovereign Debt Management, Democratisation of the Debt Discourse, Collective Action on Debt and Development and Institutional Development & Sustainability.

Our **vision** is *"A Prosperous Africa based on equitable and sustainable development"*.

Our **mission** is *"To contribute to Africa's inclusive economic growth and sustainable development through influencing policy change on debt management and development finance anchored on a rights-based approach"*.

Our **motto** is *"Africa a Rule Maker NOT a Rule Taker"*

AFRODAD'S Finance and Administration Department

Over the next five years, AFRODAD will continue to consolidate the strengths of the current F&A systems and procedures as having been identified in various donor organisational assessment reports. To support the realisation of the dispersion model, there will be a process of automation of processes and procedures that will be undertaken in a phased manner to ensure as we automate, we continue to maintain the high standards we have. Simultaneously to the automation process will be a process reviewing all organisational policy documents about the F&A function including petty cash, procurement, and so on. The review will allow for systems and policies to speak to each other. The statutory functions of the team will be maintained and strengthened through opportunities and training.



Functional Role Purpose

The ERP & ICT Support Administrator will work with Enterprise Resource Planning (ERP) systems developers and users at all levels throughout the organization. The position will be knowledgeable about all aspects of the ERP system software and related knowledge management database plans. He/she will support in the design, develop, test, install and maintain data processing solutions to enhance the ERP system. He/she will also ensure proper management of database, information and knowledge management system, ICT support and administration related tasks at the secretariat.

Reporting

This position will be situated under AFRODAD's Finance and Administration Department. The position reports directly to the Finance & Admin Manager, with secondary reporting to the Human Resource & Administration Officer during the Finance & Admin Manager's absence.

Key Responsibilities

ERP and Knowledge Management (70%)

- Assist ERP systems users with data conversion.
- Assist with testing new modules of ERP systems prior to use.
- Assisting with the creation of policies around the proper use of Office 365 services and support.
- Create documentation and procedures guidelines for ERP systems users.
- Understand ERP security subsystem to assign appropriate system access to users at different levels throughout the organization.
- Understand business practices and procedures to design, develop and maintain automated workflow processes.
- Help in defining user needs and develop data processing solutions.
- Analyze and troubleshoot ERP system issues reported by end users.
- Monitor Office 365 services and hybrid infrastructure with Navision.
- Support higher level library and information and knowledge management functions including but not limited to processing of incoming and outgoing records and correspondences, management of records and library databases and systems.
- Create and maintain an institutional database.
- Prepare annual information management plans.

IT Support at the Secretariat (30%)

- Carry out analysis of user requirements and procedures with the objective of automating or enhancing the already existing infrastructure including telecommunications systems, network switching systems, hardware and other software solutions with a view of minimizing/eliminating downtimes.
- Create backup schedules for files and data, carry out the backups and test for effectiveness on a continuous basis ICT User and Systems Support.
- Systems and Network administration, maintenance and troubleshooting.
- E-mails and Office 365 administration.
- Induction of staff members and mainstreaming the use of the system in their daily routine.
- Monitor to ensure proper usage and smooth running of all information systems at the Secretariat.
- Implement computer security measures and guidelines to safeguard information and databases against malicious or unauthorized access, modification, destruction and virus attacks.
- Lead on the procurements of ICT materials/services; and be involved in inspection of ICT related procured goods and services.



- Conduct requisite training to all users in the secretariat on basic software, hardware and peripheral device operation.
- Identify user challenges with software and train the users or recommend appropriate training.
- Vendor Management – Work directly with IT vendors to obtain support, repair and warranty information.

Key Accountability Areas

- Develop and implement the systems and processes of knowledge management so that knowledge is available to those who require it to improve service restoration times and enable self-service.
- Educate and promote knowledge management practices to new and existing team members to improve the sharing and value of knowledge.
- Report on the usage of knowledge articles to demonstrate the benefits and impact of knowledge on service delivery.
- Effective and efficient ICT management at the secretariat

Professional Qualifications

- The position holder should have a Degree in Computer Science, Information technology, BBIT or any other IT related field.
- Professional certification in Microsoft SQL and Windows server certifications will be an added advantage.
- Minimum 3 years' experience in working as Systems Administrator.
- Experience working with ERP systems (Microsoft Dynamics Navision) will be an added advantage.
- Knowledge of Information Security
- A relevant Post Graduate qualification in information management or relevant professional IT qualification will be an added advantage.

Required Competencies & Experience

- The applicant must have a minimum of 3 years relevant working experience in records and information management services.
- Experience in Online Library Management, ICT Skills, Data Management Skills, Communication Skills, Analytical skills, and Interpersonal Skills is highly desired.
- Experience with working with an Integrated Management Systems both back and front end.
- Ability to work in a multicultural environment, a self-starter, and able to work under pressure.
- Strong problem-solving skills.
- English is a must and French desirable.

Interested? Please submit your detailed CV, cover letter, a 500-word personal statement, to recruitment@afrodad.org and ensure you clearly indicate the position you are applying for in the email title addressed to:

The Executive Director

African Forum and Network on Debt and Development (AFRODAD)

Please note only applications submitted with ALL THE ABOVE will be considered; AND only shortlisted candidates will be contacted.

The closing date is 21st July 2024.
