



## Opening position - IT Officer

Date: 2/08/2023

Updated: 12/09/2023

Better Days is looking for an **IT Officer with focus on Instruction and Technical support**.

Note: the key functions and responsibilities of the vacancy are negotiable and may result in the creation of two separate roles.

Better Days Greece was founded in Greece in 2016 in response to the influx of refugees arriving in Lesvos, Greece. It is the Greek implementing partner of Together for Better Days, a Swiss NGO. Together we have supported many projects in Greece, Lebanon, Serbia, and Syria. We want to see a world where refugees and asylum seekers are guaranteed access to their rights and are treated with dignity and humanity. A world where no child under any circumstances is forced to endure the physical and psychological trauma currently faced by millions of children across the world. Some of our most successful projects to date include: *The Olive Grove/Better Days for Moria*, *Elpida Refugee Centre*, *TAPUAT Child & Family Hub*, *EcoHub*, *Socrates Sports & Development*, *MIRE (Mapping, Identification & Registration Exercise for UASC)*, *Central Triage Pharmacy*, *Themida Greece* and of course our flagship *Gekko Kids*. Better Days' primary missions are based in Athens and on Lesvos.

Better Days Greece has worked within the refugee community and as part of the grassroots and formal sector to support those seeking a safer future, with a specific focus on holistic support for unaccompanied and separated children and youth. Since inception, we have successfully implemented several interventions in Moria camp on Lesvos and designed and managed globally awarded and recognised humanitarian programs in Athens, Lesvos, and Thessaloniki. Our flagship project *Gekko Kids (2017-2022)*, was an alternative educational centre for UASC (unaccompanied and separated children) implemented in Lesvos. *Gekko* is focused on providing high-quality, individualised education and support and was recently shortlisted by the 5th Global Entreprs Awards Committee as one of the 100 Best Practices in the world on Sustainability (UN SDGs), Innovation and/ or Good Governance in education programming.

At *Gekko*, we strive to create a curriculum that expands outside the traditional academic structures and allows our students to explore different facets of education that inspire creativity and personal development. Our non-traditional and innovative teaching methods, the experience of our staff, and the individualised approach characterising our work have allowed our students to improve their educational and employment prospects, obtain accreditation and assume agency in their lives. The provision of a dignified, safe and child-friendly space is foundational for the effective implementation of our programs.

### **Job Description:**

This is a position that requires versatility and excellent organisational and communication skills. The position aims to support *Gekko's* operations, based in Athens. Specifically, the role will be contributing in the areas of teaching and technical support. This is a field-based position and the right candidate must be experienced and confident in designing and implementing a curriculum for IT classes for students of variable skill levels. This may include basic IT literacy to accreditation, so the candidate is expected to identify external opportunities for the development of the students (i.e. courses, seminars, training, accreditation). Regarding the technical support, they will be responsible for carrying out the different tasks that keep the facilities running smoothly (i.e. equipment or software set-up, communication with external providers etc), and ensuring compliance with BD's IT Policy across all team members including monitoring of IT assets and inventory items. At *Gekko*, the IT Officer is requested to provide an induction to



new team members on Better Days online working environment and support the team and students with technical issues (i.e. printer connection, internet, equipment set-up etc). The right candidate should be prepared to be very involved with people from diverse backgrounds and skills, and be confident to support them in becoming familiar users of BD's hardware and software.

### Main functions include

#### As an IT instructor:

- Preparation and execution of a tailor-made IT curriculum and accompanying documentation, depending on the needs and skills of Gekko's students. This may include basic IT literacy, Gsuite, Web design, ECDL (accreditation) preparation, coding and other.
- Identify external opportunities for accredited courses, seminars, skills-specific training and refer students who meet the criteria.
- Monitor student attendance and progress. Report any issues to the Academic/ STEM Coordinator and the School Psychologist if needed.

#### As an IT Technician:

- Staff Learning and Development (L&D): Set-up new team member accounts, proceed with induction, support with setting up equipment and software, accessing BD's tools (i.e. Google Workspace, Microsoft 365, ESET Management Console, Slack, Canva, Grammarly, Loomly, and other platforms and services used by different departments) and respond to IT requests. Identify weaknesses and propose individual or team training.
- Support with Gekko facility's hardware and organisational software. When necessary, communicate with external providers to resolve issues and plan maintenance (ie electrician, telecommunication company).
- Support with the identification, piloting and set-up of innovative and effective technological solutions within the organisation.
- Design & Development: Review and update BD's IT Policy and IT guidelines for induction.
- Monitor compliance with BD's IT Policy, including terms relevant to protection and cyber security, use of equipment, email communication. Identify issues and propose changes
- Manage BD's IT assets and electronic equipment. Monitor appropriate use, update the inventory and the asset register with damages, loss, purchases and internal allocations or donations of equipment to third parties.
- Manage and maintain the website (CMS: WordPress) and support the communication team with content uploading and management.

### Necessary Competence: (candidates who do not meet the below criteria will not be considered)

- Excellent level of English. Greek is not mandatory but is considered an advantage.
- A degree in higher/advanced education. Qualifications in Teaching, Computer Science, Programming, Business information technology, preferred.
- Excellent knowledge of Google workspace and Microsoft 365 ecosystems.
- 3+ yrs professional experience in a relevant field.

### Additional requirements

- Previous volunteer / humanitarian experience is preferable
- Experienced teaching displaced people or marginalised groups and people with exceptionalities is considered an advantage
- Key characteristics: team-player, versatile, resourceful, a problem solver and a can do attitude

### Post Conditions:

- The role is based in Athens, Greece. Only candidates who are **eligible** to work in Greece will be considered.
- Status: Full-time position, evening shifts or a shift-schedule may be required



- Starting date: immediate
- Duration: 3-month probationary period / with 6-month long extension(s)

#### Further information:

Better Days is a small and dynamic organisation looking to hire people who are passionate about humanitarian work, understand its risks and complexities, and are interested in investing in their role long-term. We are a quality-driven organisation determined to provide grassroots, holistic and effective solutions to support the integration and de-victimization of displaced communities in Europe, focusing on refugee education and empowerment of youth. Our colleagues come from all over the world, and our official business language is English. The ideal candidate will be inducted for two weeks and trained during the probation period. At the end of a third month's contract, the candidate is expected to participate in Better Days' Employee Survey and Self-Assessment which is part of their employee evaluation.

#### How to apply:

To apply, all applicants should please send their **CV** and a **cover motivation letter** in English to: [hello@betterdays.ngo](mailto:hello@betterdays.ngo) , with subject 'IT Officer application'. Candidates who attach their CVs in any other language will not be considered.

Due to excessive workload only successful candidates who meet the minimum criteria will be contacted. Note that BD has a thorough 3-step interview process and our average processing time is 30-days depending on our workload. The position will be closed as soon as it is filled.

Closing date: **19/09/2023** or until the position is filled.