

JOB DESCRIPTION — Officer, Information Technology

Organizational Title:	Officer, Information Technology
Unit:	Information Systems - Operations
Location:	Nepal
Reports to:	Senior Manager, Operations (dotted line to Senior Manager, Information Technology)
Grade:	Grade 5 — Independent Contributor
Status:	☒ Full-Time ☐ Part-Time ☐ Seasonal/Temporary

Background/Organizational Context

Helen Keller Intl works to eliminate preventable vision loss, blindness, and malnutrition. In Nepal, the Information Systems team supports country office operations by keeping technology infrastructure and platforms secure, reliable, and accessible across all program locations. The Officer, Information Technology maintains this infrastructure and provides direct technical support to staff, working closely with regional and global Information Systems colleagues to uphold Helen Keller's information systems standards.

Scope of the Position

The Officer, Information Technology is responsible for the day-to-day operation, maintenance, and security of information systems within the Nepal country office. The role operates with a moderate degree of autonomy, resolving most technical issues independently while escalating complex or higher-level matters to regional and global Information Systems colleagues. The position is accountable for user support, network infrastructure, hardware and application management, information security, and technology asset management across Nepal office locations. The position contributes to organizational objectives by keeping information systems reliable, secure, and accessible in a low-resource operating environment, working in close collaboration with country and global colleagues within Helen Keller's structure. This role is expected to deliver technical support, systems maintenance, and capacity-building activities, and does not supervise any staff.

Functional and Managerial Relationships

This section describes the reporting line and key working relationships for this role.

Relationship	Name / Role / Title
Reports to	Senior Manager, Operations (dotted line to Senior Manager, Information Technology)
Direct reports	Not applicable — this role does not include supervisory responsibilities.
Key internal relationships	Regional and Global Information Systems teams, Nepal country office leadership, and all Nepal-based staff
Key external relationships	Partner organizations requiring network connectivity support, as needed

Key Responsibilities

General Responsibilities:

- Deliver defined program components or specialized functional work independently, managing complexity within the area of expertise to produce quality outputs on time.
- Apply professional judgment to resolve non-routine issues and improve processes, drawing on knowledge of organizational procedures and relevant technical standards.
- Execute intricate transactions or functional processes accurately, applying careful comparative evaluation against established rules, procedures, and guidelines.
- Serve as a technical or functional resource to peers, contributing expertise and knowledge to support team delivery and build shared understanding.
- Identify risks or gaps within the scope of assigned work, proposing practical improvements and escalating issues that require senior input.
- Maintain and update accurate records, reports, and documentation relevant to functional responsibilities, ensuring information is accessible and reliable.
- Coordinate with immediate team members and relevant stakeholders to complete assigned work and contribute to shared objectives.
- Apply feedback and learning continuously to improve the quality and efficiency of functional outputs within the area of responsibility.

Specific Responsibilities:

User Support and Service Management

- Serve as an agent within Helen Keller's Fresh Service platform, promoting it as the primary channel for information technology support requests.
- Review incoming service requests and adjust priority classifications to reflect actual urgency and operational impact, consistent with established service level agreements.
- Resolve assigned staff requests within service level agreement targets for response and resolution time.

- Escalate requests beyond local scope to the appropriate regional technical support team, providing sufficient context to support an efficient handoff.
- Contribute knowledge base articles that document recurring issues and locally developed resolutions to support organizational learning and staff self-service.
- Support new staff onboarding onto the Fresh Service platform and direct staff to relevant knowledge base resources.

Technical Support and Systems Management

- Provide and support information system components, including software applications, hardware, internet and intranet systems, web portals and content management systems, SharePoint and KellerNet, Microsoft 365, and OneDrive for Business, used across Helen Keller Nepal offices.
- Assist in implementing and managing Microsoft Entra ID, device enrollment, and endpoint security solutions.
- Ensure information and communications technology hardware is properly installed and maintained, with event tracking and monitoring in place according to global information systems standards.
- Coordinate information technology procurement of hardware, software, and services to ensure effective deployment of solutions aligned with user needs.
- Configure personal computers in accordance with Helen Keller's information systems standards.
- Install, configure, test, and upgrade applications, and support the development, enhancement, and operation of systems used across the Helen Keller network.
- Manage information technology assets, including tracking through Asset Panda, assignment to staff, and disposition.

Network Infrastructure and Information Security

- Maintain the operation of the internal office network, internet connectivity, routers, access points, and in-house network peripherals.
- Ensure network connectivity across offices, including district offices and partner organizations where required.
- Monitor system performance regularly and report findings to senior management.
- Apply security fixes and patches to keep systems up to date.
- Support security awareness initiatives and provide guidance on phishing, malware, and information security best practices.
- Follow global guidance for organizing and storing data to ensure secure backups.

Capacity Building and Reporting

- Build staff capacity in the use of information and communications technology tools to support smooth day-to-day operations.
- Prepare, compile, and evaluate reports on staff email use, software applications, backup status, connectivity, and use of organizational information and communications technology resources.
- Collaborate with regional and global colleagues to achieve information systems goals.

Team Participation and Special Projects

- Participate actively in monthly and other scheduled calls with the regional and global information systems teams.
- Participate in regional or global working groups when assigned.
- Respond to special requests and projects aimed at improving the functionality and security of Helen Keller's information systems.

Required Qualifications & Competencies

Skills & Experience

Education & Experience:

- Bachelor's degree in computer science, information technology, engineering, or a related field required; or associate/technical diploma with 4+ years of directly related experience;
- 3–4 years of relevant professional experience in an Information Technology support role, with a background in computer science, information technology, engineering, or a related discipline.
- Strong knowledge of technical management, information analysis, and computer hardware and software systems.
- Experience in data center management and governance.
- Hands-on experience with network installation and management.
- Excellent written and spoken Nepali and English language skills.
- Proficiency with Microsoft Excel, Word, and PowerPoint.
- Ability to work independently in a dynamic and complex environment with minimal guidance.
- Ability to maintain composure and balance while working under pressure.

Preferred:

- Relevant information technology certification and knowledge of software development.
- Experience in research, analysis, and publication.

Behavioral Competencies

- **Owning Work & Building Trust:** Builds trust by following through on commitments, communicating openly about progress and problems, and taking responsibility for their work and its impact on others.
- **Adapting & Navigating Change:** Speaks up about challenges and risks in their work, proposes constructive solutions, and adjusts their approach when priorities, tools, or methods change.
- **Getting Work Done:** Translates priorities into results by planning work, coordinating with others, and using evidence and learning to improve outcomes.
- **Working Together & Growing Others:** Supports the growth and well-being of colleagues by giving honest, constructive feedback, sharing knowledge and skills, and participating in collaborative work with care and respect for others.

Working Conditions

Travel

Periodic travel to field offices and other work locations, as required.

Fairness, Belonging and Zero Tolerance to Abuse

As a member of the Helen Keller Family, each employee is expected to:

- Help to develop and maintain an environment that welcomes and develops a multi-cultural workforce with varied lived experiences and identities.
- Foster a work environment where everyone feels valued and included.
- Support employees' evaluation and promotion processes based on skills and performance.
- Promote a safe, secure, and respectful environment for all members of Helen Keller family, stakeholders in general, and particularly for the communities we serve.
- Follow Helen Keller Code of Conduct helping to prevent any type of abuse including workplace harassment, sexual abuse and exploitation, and trafficking in persons.
- Adhere to the Organizational Core Values, which include compassion, courage, integrity, and rigor.