Volunteer Job Description

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>IT Systems Associate</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Business Operation</td>
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<tr>
<td>Location:</td>
<td>Bay Area</td>
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<tr>
<td>Time Required:</td>
<td>10 hours/week</td>
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**Position overview:**

The IT Systems Associate would be in charge of the organization’s various IT area such as Dropbox/website/backing/other admin IT areas and research and implement best IT practices for our teams that are local and remotely distributed (USA, Kenya and Tanzania).

**Duties and Responsibilities include, but not limited to:**

- Identify and research areas for organization efficiency through technological solutions.
- Provide hands on support and assistance; and assist in developing best IT practices and procedures.
- Managing Dropbox, Google Drive, backing up the website, and managing other IT used by the organization.
- Provide configuration, implementation maintenance and support of the eProcurement application including integration with Salesforce administrative system.
- Serve as a technical expert in a team supporting our Kenya, Tanzania, and USA teams - local and remote.
- Follow best practices toward the installation, implementation, and maintenance of IT software.
- Troubleshoot system related problems regarding user support and problem resolution regarding data integration and data access.
- Perform enhancements and upgrades to the applications as when needed to meet the business needs.
- Help us create stronger change control and release/configuration management standards, policies and procedures. Create system diagrams and workflows, user documentation and train personnel on new applications software.
- Become escalation point for user support inquiries and problems.
Volunteer Job Description

- Analyze, develop and maintain documentation including FAQs, Knowledge Base articles, troubleshooting guides and Standard Operating Procedure (SOP).
- Perform other relevant duties as assigned.

Qualifications:

- Technical degree or diploma (preferably Computer Science or Information Systems focused)
- Experience in a related job field supporting departmental and enterprise applications.
- Experience working with Cloud Services and Applications - Dropbox, Google systems, and other similar applications.
- Experience working with Windows environment.
- Experience working with relational databases such as Salesforce
- Strong multi-tasking and prioritization skills.
- Strong analytical and problem solving skills.

ASANTE VOLUNTEER POSITION NOTES:

To be successful as a member of the Asante Africa Foundation team, you will also:

- Have a passion for our mission and a strong desire to impact an up-and-coming non-profit organization
- Be an innovative and creative thinker - you are not afraid to try something new and inspire others to do so
- Have a very high level of personal and professional integrity and trustworthiness
- Have a strong work ethic, take initiative, and require minimal direction
- Work well independently as well as part of a team
- Thrive in a fast-paced and fun environment

Benefits:

- Directly impact Asante Africa’s efforts to fund education-related projects that enhance knowledge, skills, and opportunities for hundreds of children in East Africa.
- Be part of a highly-motivated non profit organization run entirely by volunteers.
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Directly impact Asante Africa’s efforts to fund education-related projects that enhance knowledge, skills, and opportunities for hundreds of children in East Africa.

Be part of a highly-motivated nonprofit organization run entirely by volunteers.

Gain insight into the day-to-day operations of a nimble, results-orientated, high-growth nonprofit organization.

Have the opportunity to see your ideas and contributions implemented.

Build your resume and gain references for future employment opportunities.

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<th>Compensation:</th>
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<tbody>
<tr>
<td>This is an unpaid, volunteer position.</td>
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<td>This is a part time position with an expectation of 10 hours of work per week.</td>
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<tr>
<th>Owner:</th>
<th>Date:</th>
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<tbody>
<tr>
<td>Soumya Radhakrishnan</td>
<td>May 27, 2018</td>
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