

## Volunteer Job Description

Job Title:	IT Systems Intern
Department:	Business Operation
Location:	Bay Area
Time Required:	10 hours/week
<b>Job Description</b>	
<p>Position overview:</p> <p>The IT Systems Intern 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).</p> <p>Duties and Responsibilities include, but not limited to:</p> <ul style="list-style-type: none"> <li>● Identify and research areas for organization efficiency through technological solutions.</li> <li>● Provide hands on support and assistance; and assist in developing best IT practices and procedures.</li> <li>● Managing Dropbox, Google Drive, backing up the website, and managing other IT used by the organization.</li> <li>● Provide configuration, implementation maintenance and support of the eProcurement application including integration with Salesforce administrative system.</li> <li>● Serve as a technical expert in a team supporting our Kenya, Tanzania, and USA teams - local and remote.</li> <li>● Follow best practices toward the installation, implementation, and maintenance of IT software.</li> <li>● Troubleshoot system related problems regarding user support and problem resolution regarding data integration and data access.</li> <li>● Perform enhancements and upgrades to the applications as when needed to meet the business needs.</li> <li>● 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.</li> <li>● Become escalation point for user support inquiries and problems.</li> </ul>	

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- 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.

### Compensation:

This is an unpaid, volunteer position.

Owner:	Soumya Radhakrishnan	Date:	May 27, 2018
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