

<b>Job Title:</b>	Junior System Administrator Intern
<b>Time Required:</b>	10-15+ hours/week
<b>Asante Africa Foundation ~ Organizational Overview</b>	
<p><i>Asante Africa Foundation is a 501(c)(3) nonprofit organization that promotes quality educational access age appropriate life skills and leadership development for children in East Africa (Kenya, Tanzania, Uganda).</i></p> <p><i>Asante Africa Foundation is recognized for delivering educated resilient East African youth who can confidently address life's challenges, thrive in the global economy, and catalyze positive change. Our youth enter into the community capable of managing obstacles and opportunities as they arise. We tackle complex system level challenges that girls, boys, and particularly vulnerable rural youth face.</i></p> <p><i>Asante Africa Foundation believes in the power of knowledge as a catalyst to help young people create a future where they live their dreams. We achieve this vision through partnering with local families, educators and community members to create safe and healthy learning environments, strengthen teacher quality, enhance learning in the classrooms, provide merit-based scholarships, and leadership development.</i></p> <p><i>To learn more about Asante Africa Foundation please visit <a href="http://www.asanteafrica.org">www.asanteafrica.org</a></i></p>	
<b>Job Description</b>	
<p>Asante Africa Foundation is seeking a talented Junior System Administrator to join our team, initially as an intern and the potential to create a part time paid role. in Winter/Spring 2021. The Junior System Administrator will administer various web based systems, provide technical support to the USA virtual team, and the teams in Kenya, Tanzania, and Uganda. You would act as the technology point of contact for international staff.</p> <p><b>Duties and Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Support a wide variety of off-the-shelf services, hosted applications, and cloud-based systems.</li> <li>• Provide technical support across the organization; act as the initial point of contact for all IT-related concerns; respond in a timely manner to service requests and issues.</li> <li>• Manage &amp; administer endpoint protection and develop management reports.</li> <li>• Manage user accounts including setup and deactivation.</li> <li>• Manage and administer devices including maintaining inventory, initiating warranty claims and replacing equipment as directed.</li> <li>• Manage software licenses, domain registration, services, and their billing</li> <li>• Manage monthly expense processes including processing invoices, compiling expenses, and submitting for approval.</li> </ul>	

- Perform delivery of end-user services, including training, help desk and technical support
- Occasional off-hour or cross-time zone assignments as required
- Other duties and responsibilities as assigned

### Qualifications and Skills

- 2 years+ experience with a cloud based productivity suite such as Google Drive and Dropbox and other centrally administered cloud file storage system.
- A bachelor's degree or equivalent in a technology related field is preferred.
- Experience administering and supporting desktop software including Windows 10 and Microsoft Office.
- Experience with office IT support including laptops, printers, and inventory tracking - Experience with DropBox online storage is preferred. Experience with Salesforce is preferred
- Interest in learning new skills and technologies.
- Strong communication skills and a client-focused approach.
- Critical thinking and problem-solving skills.

### Position Notes:

#### Benefits

While this is an unpaid internship initially, class credit may be arranged with your college or university. As an intern, you will gain the experience and skills necessary for working in the non-profit industry. In addition to gaining experience in communications and digital engagement, you will also learn about Africa, international education, child rights, youth empowerment and you will have an opportunity to participate in other aspects of our work.

#### Time Commitment

A minimum of 10-5 hours per week is required. *Students who can commit to two semesters are strongly preferred.* Scheduling is flexible based on applicant's availability. The majority of internship activities will take place online given coronavirus.

### To Apply:

We are currently accepting applications for Winter/Spring 2021. Please email a cover letter and a resume to [volunteer@asanteafrica.org](mailto:volunteer@asanteafrica.org) with "Junior System Administrator Intern" in the subject line.