Position Description

IT Analyst – Intern, London 2020

About CIFF

The Children’s Investment Fund Foundation (CIFF) is an independent philanthropic organisation with offices in Addis Ababa, Beijing, London, Nairobi, and New Delhi. CIFF works with a wide range of partners seeking to transform and empower the lives of poor and vulnerable children and adolescents in developing countries, with the ultimate goal of solving seemingly intractable challenges to ensure all children and adolescents have the chance to survive and thrive.

CIFF aims to play a catalytic role as a funder and influencer to deliver urgent and systemic change at scale. Areas of work include empowering girls and boys to control their sexual and reproductive health to avoid unintended pregnancy, unsafe abortion and HIV/AIDS; improving children and mothers’ health and nutrition; preventing low birthweight babies; eliminating deaths from severe acute malnutrition, nested within a more integrated approach to childhood development; and deworming efforts to break transmission for good. CIFF’s child protection work focuses on ending child labour and sexual exploitation by enabling an environment that reduces vulnerability of communities and increases protection of children. The organisation’s climate portfolio is driven by a vision of a climate-safe future for today’s children and future generations that also bear the benefits of cleaner air, energy security and sustainable jobs.

We are privileged, as a financially independent philanthropy, to be able to work in challenging areas that others can’t and we often elect to work on what can be controversial issues that others won’t. For example CIFF is pro-choice with respect to women’s reproductive rights along with the prioritisation of access to reproductive information and to contraceptive choices. It is imperative to the CIFF family, therefore, that prospective candidates are aware of the issues we work on and embrace all our programmatic work with fully open minds to the huge number of ways in which we seek to empower young lives.

CIFF places significant emphasis on quality data and evidence. For most of its grants, CIFF works with partners to measure and evaluate progress to achieve large scale and sustainable impact. The organisation is committed to sharing as much information as possible about what they and their partners are learning.

Founded in 2002, CIFF employs approximately 120 professionals globally. CIFF strives to couple business acumen and principles with development experience and best practices to transform the landscape for children. It seeks to be the gold standard in grant making and foundation operations.

For more information please visit www.ciff.org

Please ensure that you review our website to gain oversight of all our programmes and if you have any concerns or would like further information please don’t hesitate to pick up the phone and talk to our Human Resources or Hiring Management teams.
Job Description

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<th>Job Title</th>
<th>IT Analyst - Intern</th>
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<tr>
<td>Reports to</td>
<td>IT Director</td>
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<tr>
<td>Location</td>
<td>London</td>
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Main purpose of the role:

This is an exciting opportunity to join CIFF as the organization grows and expands into new countries. The successful candidate will provide 1st and 2nd line support to the business across all offices and colleagues working remotely.

You will work closely with the London office-based IT Analyst and Director of IT, involved IT Support, IT project work and take a lead on documenting the operating procedures and tools, to enable CIFF staff to be more self-sufficient.

CIFF’s IT team consists of the Director of IT and the IT Analysts based out of London, Delhi and Nairobi offices, the successful candidate will be part of this where on the ground activity is required to assist the global team. An additional two offices will open in 2020, one in Addis Ababa and another one in Beijing.

Having invested heavily in IT in 2018 and 2019, the organisation is now in a good state to fine tune and embed the new systems and technologies that were implemented and ensure we deliver an exceptional IT service to our colleagues.

This is a great opportunity to join a growing team and help shape the direction of IT within CIFF.

The Exciting Opportunity

Position Responsibilities

- Provide 1st and 2nd line support to colleagues based in London, Delhi, Nairobi, Addis Ababa, Beijing and remote workers on, amongst others, the following core systems:
  - Office 365 including SharePoint, Teams, Exchange and OneDrive
  - Dell laptops
  - Android and iOS mobile phones
  - AirWatch / Workspace ONE MDM
  - MS Teams and Blue Jeans video conferencing
  - Polycom and LifeSize video conference room systems
  - Dell and HP servers
  - Mimecast
  - Citrix ShareFile

- Identify gaps in IT team knowledge base and create appropriate content to form part of a re-usable knowledge repository. This includes screen captures with voiceovers, user guides and the delivery of group training sessions.

- Manage service interruptions and degradations, whilst ensuring the business is always kept informed.

- Ensure appropriate logging, assignment, management and resolution of tickets
within ticket management system.

- Proactively identify and address potential issues before they escalate.

- Provide a ‘value add’ service to the business, identifying and implementing solutions that can simplify or enhance your colleagues’ ability to perform their role.

- Ensure the IT estate is kept secure, identifying new threats and relevant technologies to mitigate them.

- Proactively review existing systems and services and propose changes or enhancements where necessary.

- Create documentation on CIFF systems and processes. Provide input into creation of IT policies and protocols around secure communication, security over the use of laptops and phones while travelling and mobile usage more generally.

The Talented Individual

Qualifications & Experience

- Good knowledge and (possibly) experience of the following technologies:
  - Office 365 including Exchange, SharePoint and Teams
  - Microsoft SCCM, Group Policy, Active Directory

- Understanding of the following technologies:
  - Mimecast (mail gateway, Large File Send, Secure Messaging)
  - ADFS and Duo 2 Factor Authentication
  - Cisco networking
  - Meraki access points
  - MDM (AirWatch)

- Experience working in multi-site organisations, preferably international

- Approachable with excellent interpersonal and relationship building skills

- Excellent English written and oral communication skills

- Self-starter with the ability to work and prioritise activities without supervision

- Ability to manage expectations from the business

- Educated to degree level, with appropriate specialist accreditation

- Passionate about and eager to contribute to the work that CIFF does

The Culture Contribution

Our employees contribute to a shared goal in an environment of support, knowledge sharing and fun!
## CIFF Values

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<th>Honest: We value our own integrity and never shy away from the truth. We learn from our mistakes, we stay accountable and we use feedback as a tool for success.</th>
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<tr>
<td>Supportive: We use our experience to bring out the best in each other. When the pressure’s on we join forces. When one of us succeeds, we celebrate together.</td>
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<td>Entrepreneurial: We’re always searching for new opportunities to do more and push boundaries. We constantly ask ourselves ‘What if?’</td>
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<td>Passionate: We’ve each come to CIFF to change the world for children. So we’re bold and daring in our approach. We know that with the right people and the right resources, there’s nothing we can’t achieve together.</td>
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<td>Problem solving: Solving issues is part of our everyday. We use every problem as a learning experience: to investigate, to ask for help, to think outside the box.</td>
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<td>Collaborative: In CIFF’s people and partners you’ll find subject experts from around the world. We understand the power of bringing this experience and expertise together to change children’s lives.</td>
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