



## **Information and Communications technology (ICTS) Team Lead**

Incumbent:

Updated: August 2022

\_\_\_\_\_  
*Signed – Incumbent*

\_\_\_\_\_  
*Signed – Executive Director*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Date*

# 1. ODI Mission Statement

To strengthen and equip the Body of Christ living under or facing restriction and persecution because of their faith in Jesus Christ, and to encourage their involvement in world evangelism by:

- Providing Bibles and literature, media, leadership training, socio-economic development and through intercessory prayer.
- Preparing the Body of Christ living in threatened or unstable areas to face persecution and suffering; and
- Educating and mobilising the Body of Christ living in the free world to identify with threatened and persecuted Christians and be actively involved in assisting them.

We do so because we believe when one member suffers, all members suffer with it (1 Corinthians 12:26), all doors are open, and God enables His Body to go into all the world and preach the Gospel.

# 2. ODSA Mission Statement

To educate and mobilise the Body of Christ living in Southern Africa to identify with threatened and persecuted Christians and be actively involved in assisting them.

# 3. Core Values

- We are part of the Body of Christ, A people to people people
- We are Persecuted Church driven
- We are people of the Bible
- We are people of prayer
- We live and work by faith
- We are devoted to Jesus Christ and His commission
- We are motivated solely for the glory of God

# 4. Development Core Values

- WE ARE COMMITTED TO SERVING THE GLOBAL MINISTRY WELL
  - We strengthen the persecuted church by resourcing our Field teams and ODI with prayer, funds, and other support. We aim to keep track with field needs.
  - We clearly articulate to both Field and ODI what we need from them to be effective in raising prayer, funds, and other support – but we take care to do so in an attitude of service.
  - We take care to work within Field security guidelines and Communications guidelines, both the spirit and the letter of them.
- WE COMMUNICATE WITH INTEGRITY AND CLARITY, AVOIDING SENSATIONALISM AND MANIPULATION
  - We only use trustworthy and reliable sources of information which do not conflict with World Watch Unit data.
  - We ensure that our message is balanced and truthful, and we clearly articulate the needs we seek to meet.
  - We encourage supporters by reporting back to them with the impact of their prayers, gifts, and other support. We believe that our ministry is also their ministry.

- Although we seek, where possible, to influence politicians and the secular media as part of our ministry of strengthening the persecuted church, we avoid getting drawn into political agendas or negative campaigns.
- WE HONOUR OUR DONORS BY STEWARDING THEIR GIFTS, REQUESTS AND PERSONAL DATA WELL
  - We always aim to work in the most effective way, measuring our efforts and seeking to continually learn and improve in what we are doing – to make the best use of gifts given to serve the persecuted church.
  - We report financial and other measures transparently and faithfully.
  - We are committed to honouring the express desires of our donors, assigning their gifts to the areas of ministry where they have been designated - and we only raise designated funds when necessary.
  - We commit to handling supporter data in compliance with legal principles and respectful relationship.
- WE LEAD AND COMMUNICATE IN A WAY WHICH BUILDS FAITH, HOPE AND COURAGE IN CHRISTIANS IN OUR COUNTRIES, INCLUDING OUR OWN TEAMS
  - We connect supporters and the wider church with their persecuted family, by sharing the lessons of the persecuted church with them.
  - We communicate how God is at work both despite and through the suffering of our persecuted family, and in doing so inspire Christians in our nations to courageous faith.
  - We seek to lead our teams in a way which glorifies God, and are willing to make difficult, courageous decisions, prayerfully, where necessary.
  - We prepare the church in our countries to be prepared for persecution.
- WE STRIVE TO BUILD BRIDGES ACROSS DENOMINATIONS AND ETHNICITIES IN THE BODY OF CHRIST
  - We hold tightly to our Statement of Faith and we take care to use language which unites rather than divides the church in our nations.
  - We collaborate with like-minded Christian missions and agencies when and where it is beneficial to persecuted Christians.
- WE RECOGNIZE OUR INTER-DEPENDENCE IN SERVING WELL, AND COMMIT TO MUTUAL ACCOUNTABILITY, MUTUAL SERVICE AND STRONG RELATIONSHIPS
  - We collaborate on key campaigns, and plan and strategize together, to increase our effectiveness.
  - We look for ways to share experience, support, and resources, honouring our Principles of Collaboration.
  - We respect our cultural and denominational diversity and ensure that our communications are sensitive to supporters in other countries, given the global transparency of the digital world.
  - We aim to honour the spirit and letter of these Development Values, ensuring our teams do the same.

## 5. Purpose of Role

The suitable candidate will be responsible for leading a small ICTS team in providing technical expertise and support in the areas of local and wide area networks, business systems including CRM and CMS, messaging and productivity applications, network and storage infrastructure, computer security, end user environments, computer hardware/software/printing solutions. The position requires an experienced and suitably qualified IT Generalist Team Leader, who is accountable, detail orientated, meticulous and knowledgeable.

## 6. Relationships

Reporting to the Head of People, Culture and Operations the ICTS Team Lead will work closely with other members of the Operations Support team as well as the other functions e.g. Finance, Communication and Marketing and Church Engagement teams based around Southern Africa.

Internal	External
<ul style="list-style-type: none"><li>o The ICTS Team Lead will develop good working relationships with his/her team consisting of the Systems/Network Administrator and the CRM/CMS Specialist as well as the wider ODSA team.</li></ul>	<ul style="list-style-type: none"><li>o The ICTS Team Lead will work with ODI ICT administrators and product owners</li><li>o Directing and maintaining relationships with third party vendors to ensure effective and efficient service provision</li></ul>

## 7. Position Accountabilities

Oversight of the Systems Administrator to:

- Proactively maintain, monitor, and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations, including cloud-based services and related systems.
- Monitor backups done online and where identified perform data backups.
- Ensure the availability of and the testing of a disaster recovery plan and related systems.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Plan, coordinate, and implement network security measures to protect data, software, and hardware.
- Configure, monitor, and maintain MS Exchange & Office 365 environments and virus protection systems. Taking into consideration that Exchange and Office 365 are cloud based and part of a Global Tenant
- Liaise with 3rd party vendors to resolve escalated problems and queries
- Operate master consoles to monitor the performance of computer systems and networks, and to coordinate computer network access and use.
- Monitor network performance to ensure optimal efficiency.
- Provide a framework, guidance, and support for the distributed network. Normally Internet connections in the homes of users.
- Adhere to the company changes and protocols, procedures, and controls
- Knowledge of Information Security System and Management specially in a Cloud environment and including firewall security systems.
- Monitor, implement and maintain cloud-based telephony solutions. Currently the 3CX solution.

Oversight of the CRM/CMS Specialist to:

- Administer, maintain, support and enhance the CRM system (Microsoft Dynamics Online) in conjunction with the third-party vendor and international Product Lead
- Develop and implement reports and data exports (selections) for communication and monitoring purposes.
- Act as first level technical support for the CMS system

The ICTS Team Leader will be responsible to:

- Coordinate the activities of team members and assigns tasks and milestones to individual team members
- Build a positive team culture
- Provide Second level support to the IT/Helpdesk team to make sure any internal PC problems get resolved ASAP.
- Provide Second level technical support for the CMS system but act as responsible person to ensure functionality and suitability of the website platform.

## 8. Position Requirements

<b>Must Have</b>	<p>Active Christian faith and strong commitment to ODSA's Christian purpose values and ethos.</p> <p>Technologies / Operating Systems / Network architecture</p> <ul style="list-style-type: none"><li>• Office 365 Online</li><li>• Dynamics 365 Online (Customer Engagement)</li><li>• Microsoft Windows Server 2012 R2 and newer</li><li>• Windows 10 / 11</li><li>• Microsoft Active Directory</li><li>• Microsoft Exchange / SharePoint / Microsoft 365 Technologies including OneDrive, Teams and Endpoint Manager</li><li>• Monitoring software</li><li>• Wireless Networks</li><li>• WAN / LAN</li></ul> <p>Education and Experience:</p> <ul style="list-style-type: none"><li>• A Bachelors' Degree/BTech Diploma in Computer Science/Information Technology or related fields</li><li>• Current Microsoft Certified Systems Engineer</li><li>• Cisco Certified Network Associate (CCNA) certifications</li><li>• Minimum of 2 years hands-on technical support experience in an integrated Microsoft and Cisco network environment</li><li>• An in-depth knowledge of the Microsoft Cloud environment including Office 365, Microsoft 365 and Dynamics 365.</li></ul>
------------------	--

## 9. Working Environment

ODSA's Code of Conduct and policies set expectations for all our staff. Everyone at ODSA is responsible for workplace safety both in terms of their own behaviour and taking action to resolve safety issues they become aware of.

ODSA is committed to safeguarding children, the prevention of sexual exploitation, abuse and any kind of bullying or harassment. ODSA uses child-safe recruitment and screening practices and requires staff to

complete due diligence checks Police Checks and to advise ODSA of any changes to their circumstances regarding Safeguarding related offences, during the term of their engagement.

The ICTS Team Lead always carry out their responsibilities with due regard to ODSA's Safeguarding Policies and Guidelines.

ODSA values diversity and each staff member is expected to demonstrate a commitment to gender equality.