



Clea Office 365 Technician | Job Description

Our organisation

Clea is a non-profit Community Interest Company (CIC) based in the UK and Zambia. We deliver affordable leading-edge technologies and expert IT support to charities and non-profits working in international development. Our mission is to equip those making a difference with the right technological solutions to make an even greater difference in improving lives around the world.

Your role

As a Clea Office 365 Technician, you will help deliver projects for our non-profit clients in Lusaka. You will be an integral part of a growing team.

Your responsibilities

You will have the following principle responsibilities:

- Help define cloud infrastructure strategies, including assessing and aligning client set up in readiness for migration
- Support installation, configuration, and support of Microsoft Office 365, including SharePoint and Teams
- Provide real-time client support, ensuring accurate and timely resolution of all assigned issues
- Ensure that cyber security is integrated in all cloud solutions
- Update on project status to IT manager and users through voice mail, email and in-person communication
- User training on Office 365 and cyber security best practice
- Diagnose and resolve incidents using documented procedures to perform responsibilities
- Build and maintain relationships with clients and partners

Please note, this list is not exhaustive and the Office 365 Technician will be expected to perform other duties as assigned by the IT Manager and other senior staff.

Your profile

You will be an IT professional based in Lusaka. You will be an expert user of cloud-based collaboration and productivity tools offered by Office 365. You will have:

- A degree in Computer Science or an equivalent level of education / certification
- 1-2 years' experience in any one or combination of O365, Active Directory or other cloud-based system, troubleshooting and delivering technology solutions.
- Exposure to a client-facing role
- Microsoft Office 365 certification would be an added advantage

Additionally, you will be:

- Highly self-motivated and able to demonstrate your ability to work remotely with organisations and individuals located all around the world
- Proficient in prioritising and managing several open support ticket cases
- Committed to ongoing learning and development of skills in the fast-paced world of technology
- Resourceful and actively curious about how technology can help solve society's pressing issues within the financial restraints of the non-profit world



It would be beneficial to have:

- A practical knowledge of the non-profit sector, though we accept applications from candidates with various professional IT backgrounds
- A positive demeanour with emotional intelligence to remain calm and friendly under pressure
- Experience with remote desktop support
- Strong verbal and written communications skills in English
- A logical mind with excellent listening and problem-solving skills
- Knowledge of Salesforce, in particular the Nonprofit Success Pack, but not essential

Working Hours

Working hours will typically be 9:00am – 5:30pm CAT with an hour for lunch. When support items or project deadlines mean working beyond these core hours, time in lieu can be claimed.

To Apply

Please send your CV, a one-page cover letter outlining why you are the right candidate for the role and your salary expectations to recruitment@clea.tech.

Please note, given the current global situation, the recruitment process may take longer than previewed. We hope to have a candidate in the role by Monday 1st June but may close applications earlier should we find the right candidate.

Clea is an equal opportunities employer and we do not discriminate on the grounds of race, religion, ethnic or national origin, disability, age, sexual orientation or gender identity. We endeavour to reply to all candidates, time-permitting. Should you have not heard from us within two weeks, unfortunately your application has not been successful, and we wish you the best of luck with your ongoing job search.

To read more about Clea and our work, please visit [our website](#). We are looking forward to receiving your application!