

IT Officer (3 positions)

Starting date: April 2022

Salary: depending on experience and specific position – Please scroll down for more info

Contract: Full time, Permanent

Location:

- Salesforce Officer (**India or Pakistan based**)
- Better Cotton Platform (BCP) Officer (**India or Pakistan based**)
- Senior Infrastructure Officer (**UK based**)

Closing date: January 17, 2022

(Please note: we will be reviewing applications as they are received. Interviews may be held before the application closing date so early application is recommended)

Background

Better Cotton is the world's largest cotton sustainability programme. Our mission: to help cotton communities survive and thrive, while protecting and restoring the environment. In challenging times, we are meeting the challenge head on. Through our network of field-level partners we have trained over 2.5 million farmers - from the smallest to the largest - in 23 countries in more sustainable farming practices. A quarter of the world's cotton is now grown under the Better Cotton Standard. We have united the industry's stakeholders behind our efforts, from ginners and spinners to brand owners, civil society organisations and governments. Everyone who cares about cotton and its sustainable future can now be part of something better.

About this role

Better Cotton has ambitious plans laid out in the 2030 strategy which require a significant investment in our IT Infrastructure. As part of this investment, we are now looking to expand our IT & Data team with 3 new roles, to support and administrate our growing day-to-day operations.

We're recruiting for the following positions:

- Salesforce Officer (India or Pakistan based)
- Better Cotton Platform (BCP) Officer (India or Pakistan based)
- Senior Infrastructure Officer (UK based)

Please carefully read the responsibilities section to get a better understanding of each position and specific requirements.

Responsibilities

Main responsibilities (applicable to all 3 positions):

1. Support with the delivery of the IT & Data Annual Operating Plan, including maintenance and management of key IT systems (systems depending on specific roles).
2. Assist a globally dispersed workforce by providing user support in areas like tool adoption, troubleshooting and configurations.
3. Provide administrative support for systems, managing user accounts and access.

4. Support with the development, documentation, and management of key IT processes.
5. Assist with delivery of IT projects, supporting with streamlining & automation of processes to create organisational efficiencies.
6. Manage the IT support process in a way that delivers a fast and reliable service to internal staff.
7. Support with reducing risks through the application of security controls, monitoring and other risk reduction activities.
8. Make recommendations to IT & Data Team for continuous improvement of system architecture.

Senior Infrastructure Officer - additional responsibilities:

9. Oversee the management of IT equipment globally, ensuring clear processes for local equipment procurement, inventory management and maintenance are in place.

Person Specification

These apply to all 3 positions:

- Advanced computer skills and IT literacy, to include Microsoft 365
- Experience in providing IT troubleshooting support, especially for users physically based elsewhere
- Experience in coaching and/or supporting other staff
- Proven ability to collaborate effectively across different teams and cultures, strong relationship building skills and service-oriented attitude
- Fluency in English, both written and spoken, with attentive listening abilities and the ability to communicate clearly and concisely
- Proven ability to work on and keep track of several projects running in parallel
- Self-Starter able to work autonomously and adapt to changing priorities
- Demonstrable analytical and problem-solving skills
- Experience with identifying and managing information risk, including implementation of risk controls
- Experience with Monday.com, Zendesk (desirable)
- Interest in contributing to a more sustainable world (desirable)
- Experience in remote team support in several countries (desirable)

Salesforce Officer

- Salesforce experience
- Experience of managing and manipulating large sets of data using Excel
- Salesforce certification (desirable)
- Experience with FinancialForce, Gearset, Ownbackup, Form Assembly (desirable)

BCP Officer

- Support experience in a supply chain environment (desirable)
- Experience with a CRM system, e.g., Salesforce (desirable)
- Technical supplier management (desirable)

Senior Infrastructure Officer

- Experience of leading or supporting on IT equipment management
- Working knowledge of Microsoft 365 Administration Centre
- Experience of working with Azure (desirable)
- Experience of working with PowerShell commands and scripts (desirable)

Work terms and arrangements

Salesforce Officer

Location: Remote (India, Pakistan)

Salary: 1,130,000 (INR) or 1,545,000 (PKR)

BCP Officer

Location: Remote (India, Pakistan)

Salary: 1,130,000 (INR) or 1,545,000 (PKR)

Senior Infrastructure Officer

Location: UK based, travel to the London Office required.

Salary: 30,100 (GBP)

Better Cotton offers flexible working, with core hours being 10am – 4pm. BCI is currently unable to provide sponsorship for work permits, and candidates need to have a pre-existing right to work in the location where they will be based.

Applications

Interested applicants with the required attributes are asked to send, in English, a detailed CV and a cover letter (2 pages maximum), by email with subject 'IT Officer' to recruitment@bettercotton.org by 17 January 2022. Please indicate which of the three positions you are interested in.

We thank all applicants for their interest. Please note that due to the large volume of applications we receive, only candidates shortlisted for an interview will be contacted.

Better Cotton is an equal opportunity employer and is committed to good practice and transparency in the management of natural, human, and financial resources.