

## IT & Admin Officer, Pakistan (Re-advert)

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**Starting Date:** As soon as possible

**Contract type:** Permanent

**Salary:** Competitive salary commensurate with experience

**Location:** Lahore, Pakistan

**Application closing date:** 10.09.2023 (Applications will be reviewed on rolling basis)

### About Better Cotton

Better Cotton is the world's largest cotton sustainability programme. Our mission is to help cotton communities survive and thrive, while protecting and restoring the environment. Better Cotton currently has offices in China, India, Mozambique, Pakistan, Switzerland and UK, as well as staff based in Brazil, Burkina Faso, Ivory Coast, Kenya, Mali, Netherlands, Sweden, Turkey, the United States and Uzbekistan.

Better Cotton in Pakistan is working under a service level agreement with Better Cotton Global.

### Why join us

In challenging times, we are meeting the challenge head on. Better Cotton includes more than 200 individuals from diverse cultures, countries and backgrounds. Through our network of field-level partners 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

We are thrilled to offer an exciting opportunity for a talented IT & Admin professional to join our organisation. We are committed to promoting sustainable practices, and one of our key focuses is on supporting the Better Cotton Initiative.

As an IT & Admin Officer-Pakistan, you will support the day-to-day operations of the IT & Data team in country. As such, you will be line managed by the Operations Team in the Pakistan office (reporting to Manager Finance & Operations) and matrix managed by the Global Internal Systems Team based in UK.

This challenging role offers excellent opportunities for personal and professional development, together with a competitive benefit package.

### Key Responsibilities:

- Support with the design and delivery of the country specific IT & Data Annual Operating Plan, including maintenance and management of key IT systems.
  - Provide user support in areas like tool adoption, troubleshooting and configurations.
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- Provide administrative support for systems, managing user accounts and access.
- Support with the development, documentation, and management of key IT processes.
- Assist with delivery of IT projects, supporting with streamlining & automation of processes to create organisational efficiencies.
- Manage the IT support process in a way that delivers a fast and reliable service to internal staff.
- Support with reducing risks through the application of security controls.
- Make recommendations to the country management and the global IT & Data Team for continuous improvement of system architecture.
- Oversee the management of IT equipment, ensuring clear processes for local equipment procurement, inventory management and maintenance are in place.
- Ensure the maintenance of office building & equipment (repairs, if needed).
- Ensures the safety and effective utilisation of office automation equipment.
- Monitors the availability of office stock and purchases office supplies and equipment in accordance with guidelines in order to ensure necessary supplies are available.
- Onsite asset management and tagging of inventoried assets and submit an updated report on a quarterly basis.
- Maintaining the database of low value assets and related vouchers files.
- Quarterly physical verification of inventory items in each room/regions/office for consistency with the information in the inventory database.
- Annual disposal of obsolete or broken equipment as per BC guidelines.
- Ensures that safety instructions regarding building fittings of the office are followed.
- Report any event that occurs in connection with the safety of the offices.
- Any other tasks assigned by line/matrix manager.

Beyond these specific responsibilities, the IT & Admin Officer is expected to collaborate with the Better Cotton Pakistan and the global team as and when required under the supervision of the line manager/matrix manager.

## What we offer

- Competitive salary
- Flexible working
- Continuous learning and development
- 25 days paid annual leave, plus 9 Bank Holidays and a further 3 days discretionary leaves
- Maternity/paternity leaves
- OPD & IPD coverage
- Life insurance
- A warm, positive working environment where everyone is valued
- The opportunity to make your mark and make a difference.

## We are looking for someone who is having

Skills, Knowledge and Experience
<b>Essential</b>
<ul style="list-style-type: none"> <li>• Bachelor's degree in computer sciences with 2-3 years' experience</li> <li>• Advanced computer skills and IT literacy, to include Microsoft 365</li> <li>• Experience in providing IT troubleshooting support, especially for users physically based elsewhere</li> </ul>

<ul style="list-style-type: none"> <li>• Proven ability to collaborate effectively across different teams and cultures, strong relationship building skills and service-oriented attitude</li> </ul>
<ul style="list-style-type: none"> <li>• Fluency in English, both written and spoken, with attentive listening abilities and the ability to communicate clearly and concisely</li> </ul>
<ul style="list-style-type: none"> <li>• Proven ability to work on and keep track of several projects running in parallel</li> </ul>
<ul style="list-style-type: none"> <li>• Self-starter able to work autonomously and adapt to changing priorities</li> </ul>
<ul style="list-style-type: none"> <li>• Demonstrable analytical and problem-solving skills</li> </ul>
<ul style="list-style-type: none"> <li>• Experience with identifying and managing information risk, including implementation of risk controls</li> </ul>
<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Experience working in a global organisation</li> </ul>
<ul style="list-style-type: none"> <li>• Experience of working with PowerShell commands and scripts</li> </ul>
<ul style="list-style-type: none"> <li>• Experience with Monday.com, Zendesk</li> </ul>
<ul style="list-style-type: none"> <li>• Interest in contributing to a more sustainable world</li> </ul>
<ul style="list-style-type: none"> <li>• Experience in remote team support in several countries</li> </ul>

## Apply now

Please send us by or before **10.09.2023** a detailed CV in English and a brief cover letter (2 pages maximum) via below link:

<https://forms.monday.com/forms/31204204588ef7ce20c83669cec97117?r=use1>

In your cover letter, please include an explanation of why your experience that is specifically relevant to this role at Better Cotton (Applications will be reviewed on rolling basis)

## Additional info

We thank all applicants for their interest; however, only shortlisted candidates 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.

Better Cotton has a zero-tolerance approach to any attitudes or behaviours that put children or adults at risk of harm. Safeguarding incidents are acts of serious misconduct and are grounds for disciplinary action, up to and including, dismissal and referral to relevant authorities for criminal prosecution. Therefore, all offers of employment are subject to satisfactory references and appropriate screening checks.

Better Cotton is currently unable to provide sponsorship for any work visas, so you need to have work rights in the country where the position is based at.