

# IT Services Officer

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**Starting Date:** As soon as possible

**Contract type:** Full-time and open-ended

**Salary:** if hired in London – 31'950 GBP, if in Delhi – 1'408'300 INR, if in Lahore – 2'524'700 PKR, if in Geneva 61'500 CHF.

**Location:** London, Geneva, Lahore or New Delhi.

**Application closing date:** 19<sup>th</sup> June 2024

## About the Job

Are you passionate about using technology to make a positive impact on the world? Join us at Better Cotton as IT Services Officer and play a vital role in empowering a global workforce with effective and secure solutions, contributing to the world's largest cotton sustainability initiative – we support more sustainable farming practices and farm livelihoods for nearly 3 million farmers in the Better Cotton network in 23 countries around the world.

Reporting to the IT & Security Coordinator, you will be part of the wider IT & Data Function. You will find yourself collaborating closely with the Data and Product Services teams. Together we aim to ensure Better Cotton staff are empowered to succeed in their roles supporting global cotton communities through optimised and secure digital infrastructure.

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

## The Challenge

Looking ahead to 2030, we are targeting reducing GHG emissions from cotton production by half, big cuts in synthetic pesticide use, improve soil health across our network, improve farm income and support women's empowerment among farmers and farm workers.

As IT Services Officer, you will use your skills to support users and manage systems, creating innovation and improving productivity for our diverse teams.

## Areas that play to your strengths

We are seeking a motivated IT Services Officer to join our IT team. In this role, you will be responsible for:

- **User-Centric Support:** Assist our globally dispersed workforce by providing expert guidance on tool adoption, troubleshooting, and configurations. You will empower colleagues to harness technology effectively.
- **System Administration:** Manage user accounts, access permissions, and system configurations. Your attention to detail will ensure smooth operations and data integrity.
- **Process Optimization:** Collaborate with cross-functional teams to help develop, document, and refine key IT processes. Your insights will streamline workflows and create organizational efficiencies.

- **Project Delivery:** Contribute to IT projects, automating processes and enhancing productivity. Your impact will be felt across the organisation.
- **Reliable IT Support:** Lead the charge in delivering fast, reliable IT services to our internal staff. Your responsiveness keeps our operations running smoothly.
- **Risk Mitigation:** Monitor security alerts and proactively reduce risks. Your vigilance protects our digital assets.
- **Architectural Insights:** Provide recommendations for continuous improvement of system architecture and policies.
- **Global Equipment Management:** From procurement to inventory, ensure our IT equipment meets global needs.

## We are looking for someone who has

the following skills, knowledge, and experience:

### **Essential**

- Advanced computer skills and IT literacy, including the Microsoft 365 suite (M365 Admin, Power Platforms, etc)
- Experience in providing IT troubleshooting support, especially for users physically based elsewhere
- Demonstrable analytical and problem-solving skills
- 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
- Self-starter able to work autonomously and adapt to changing priorities

### **Desirable**

- Experience with identifying and managing information risk, including implementation of risk controls
- Interest in contributing to a more sustainable world
- Experience in remote team support in several countries
- Experience working with Microsoft Intune and Autopilot
- Experience working with Azure
- Experience working with PowerShell commands and scripts

## What we offer

- Competitive salary
- Hybrid working – One to three days/week in the offices in central London, Geneva, New Delhi, or Lahore.
- The opportunity to work from anywhere in the world for up to one month per year
- Flexible working, with core hours from 10 am to 4 pm local time
- Continuous learning and development

- Pension scheme
- 25 days paid annual leave, plus 8-9 Bank Holidays and a further 3 days off over Christmas
- Enhanced parental benefits
- A warm, positive working environment where everyone is valued
- The opportunity to make your mark and make a difference.

## Working arrangements

The position is full-time (40 hours per week) and will be based either in London, Geneva Lahore or New Delhi. Better Cotton offers flexible working, with core hours being 10 am – 4 pm.

## Apply now

Send us your CV (2 pages maximum) and a brief cover letter (1-page maximum) by or before **19.06.2024** [via this link](#).

In your cover letter, please include an explanation of why your experience is specifically relevant to this role at Better Cotton. We want to see your personal style – what makes you tick and why you think your next opportunity is here with us.

## Our hiring process

### Initial Screening:

If you are selected, you will be contacted for an initial screening, which may involve a brief phone interview or video call. The purpose is to learn more about you, confirm basic qualifications, and discuss the role and organisation.

### Interviews:

If you are confirmed after the initial screening, you will be invited for interviews. The interview process at Better Cotton may include one or more rounds of interviews with various stakeholders, such as the hiring manager, team members, and potentially senior management.

### Assessment and Testing:

Depending on the role, you might be required to complete assessments, technical tests, or skills evaluations to gauge your competency and suitability for the position.

### Reference Checks:

Once you progress further in the process, reference checks are conducted to validate your work history, skills, and qualifications, and for some roles, your education and criminal history.

### Offer stage:

After completing interviews, assessments, and reference checks, the hiring team evaluates your performance and fit for the role. If you are selected and your references are relevant and satisfactory, you will receive a formal job offer letter outlining the terms of employment, compensation, benefits, and any other relevant details.

## About Better Cotton

Better Cotton is the world's largest cotton sustainability programme. Our 200+ colleagues of 37+ nationalities are united by a shared passion and commitment to achieving the Better Cotton mission: to help cotton communities survive and thrive, while protecting and restoring the environment. 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 our Values

The post holder will be expected to operate in line with our workplace values which are:

- **Trustworthy** (including honest, transparent, credible)
- As having **Integrity** (including responsible, authentic)
- **Positive** (including problem-solving, pragmatic)
- **Engaging** (including adaptable, inclusive, holistic)
- **Daring** (including courageous, innovative, game-changing)

## Being you @ Better Cotton

Better Cotton is committed to creating a diverse environment and is proud to be an equal opportunity employer with a strong commitment to good practice and transparency in the management of natural, human, and financial resources.

We have 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.