

## IT Officer

On behalf of our client, a well-established international organisation operating in the region via its fully fledged offices in Limassol, we are seeking to recruit for immediate employment a dynamic professional for the position of Information Technology (IT) Officer.

### Overview


The IT Officer will be responsible for the management of the company's software subscriptions and licenses, front and back end functionality for six project websites, maintenance and performance of websites, cybersecurity measures across the organization, supervising Mailchimp's database and email campaigns. The IT Officer will act as the focal point for assigned external consultants and will also ensure proper internal storage and organization of Google Drives, as well as the smooth operation and implementation of the company's communication platforms.

### Objectives

- Overseeing the web content manager and their role within the organization;
- To act as the focal point for the procurement and assignment of all online and electronic resources, to include (but not limited to) software subscriptions and licenses, communication platforms, and security;
- Oversee various user lists and oversee email distribution of product releases;
- Ensure form submissions and unsolicited emails are identified and directed to appropriate focal points;
- To liaise with external technical contractors, Graphic Design, and other teams to ensure that licenses and platforms are procured and assigned to respective teams and individuals;
- Collaborate with Operations, Legal, and Finance Departments to ensure digital resources are correctly allocated to projects and budget lines, and ensure compliance with GDPR and other regulatory frameworks.

### Job Responsibilities

- **Manage Google Workspace:** Manage Google Apps to include, but not limited to, Gmail accounts, GDrive, Google Sheets and Docs templates; periodically backup GDrive content; suggest and implement plugins to enhance collaboration and performance of Google Apps; monitor for security issues such as spam and phishing attempts; provide desk support for users.
- **Manage subscriptions and licenses:** In coordination with the Operations and Finance focal points, manage user subscriptions/licenses for software and platforms such as Adobe Suite, ArcGIS, Microsoft, Slack, and other applications as needed and in




accordance with the company's technical requirements and budgets; coordinate with senior personnel to identify software-based needs and solutions; communicate and problem-solve with technical support as needed; procure and register software while tracking payments and subscriptions (plugins, online services, digital resources, etc.).

- **Manage and ensure cybersecurity:** Monitor security threats (website, plugins, emails); force access security solutions across the different teams globally (two-factor authentication, third-party authenticators, etc.); report on potential security challenges and threats related to various internal and external communications platforms (Skype, Signal, etc.); develop digital contingency plans in collaboration with Operations and specialized consultants as required
- **Identify digital requirements** in coordination with technical teams, advise on specifications and technical support, and coordinate with Operations and Finance teams to ensure hardware and software requirements are met in a timely manner;
- **Provide Reports to Relevant Stakeholders:** Reports include (but are not limited to) monthly reports on user access to website and online products; monthly report on Mailchimp reach; and Monthly report on Google Analytics. Reporting will also require maintenance of databases for users (per relevant category) as well as user engagement with periodicals, reports, and other publications.
- **Serve as the focal point for external technical contractors:** Identify gaps and lead on recruitment of external consultants to bridge gaps aligned with available financial resources and needs; liaise between external contractors and Operations and Finance Teams for contracting, invoicing, and payment; ensure requirements, objective, and expectations are clearly communicated to external contractors by ensuring deliverables and work plans of external contractors remain on track, and meet standards and agreed deadlines; backstop and/or support data visualization or mapping as needed.

## Qualifications and Experience

The ideal candidate for the IT Officer position should have:

- A Bachelor's degree in data science, computer science/engineering, data visualization/analysis, geographic information science, or related field;
  - 2 to 5 years of experience in IT, data management, graphic design, software/computer engineering, website design/management, or related field;
  - Demonstrated experience with Adobe Suite, Google Workspace, and Microsoft Office. Experience with ArcGIS will be considered an advantage;
  - Experience in WordPress management, demonstrated with cybersecurity threats and solutions and Google Analytics reporting;
  - Demonstrated ability to identify digital needs and offer solutions;
  - Experience in data cleaning, management, and aggregation;
  - Experience sorting, tagging, and labelling secondary data sources;
  - Ability to think critically;
  - Strong organizational skills;
  - Ability to remain impartial and objective;
  - Demonstrated ability and/or willingness to work simultaneously on multiple tasks, under tight deadlines, provide real-time data points and analysis with accuracy under pressure, and off-work hours;
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- Commitment to discretion and confidentiality;

### Languages

Excellent knowledge of English is a must. Greek will be considered a plus.

### Remuneration

A highly attractive remuneration package will be offered to the successful candidate based on qualifications and experience. Industry-leading employee benefits, training and development offered.

Please e-mail your CV to [careers@chelcomanagement.com](mailto:careers@chelcomanagement.com) quoting **ITO 10-2023** in the subject line of the email. All applications will be treated in strict confidence.

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