Terms of Reference

<table>
<thead>
<tr>
<th>Post title:</th>
<th>Data &amp; Knowledge Analyst / Computer Technologist</th>
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<tbody>
<tr>
<td>Duration:</td>
<td>Permanent, full-time</td>
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<tr>
<td>Date required:</td>
<td>Immediately</td>
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<tr>
<td>Duty station:</td>
<td>Victoria, BC Canada</td>
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We are a small to medium sized not-for-profit organization dedicated to improving the opportunities, environment, and health of the millions of people currently involved in the Artisanal Gold Mining Sector (ASGM) in over 80 countries worldwide. We are seeking a multi-disciplinary scientific and creatively-minded information analyst who can also monitor, troubleshoot, maintain, and design the organization’s computer systems, server and network.

You are skilled with manipulating and writing about quantitative data, including thematic maps, satellite imagery, financial data, demographic and scientific data and databases. You are comfortable with and can interpret diverse and complex data and creatively present it through infographics. This half of the job is focused on designing and providing analytical expertise to our various projects.

You are also skilled with simple computer systems needed for an office of twenty people. This will include installing and maintaining software, designing and implementing simple network and backup systems including needed security policies and the daily backup of critical financial records; selecting, purchasing and setting up personal computers, and helping to maintain and improve the functionality of the organization’s website and server. Additionally, you have some comfort with working with scientific field equipment. This half of the job is focused on organizing, maintaining, and improving the organization's hardware and software ecosystems.

Ideally you are a solid researcher, innovative, creative and multi-disciplinary thinker, and a skilled and comfortable communicator. You will be based in Victoria but will support, assist and collaborate with staff working in different technical areas and who travel to numerous countries and operate in several languages.

Specific Duties and Functions:

Analysis and Knowledge Role (0.5)

- Support the design, implementation and maintenance of knowledge management infrastructure such as databases, cloud-sharing, and interactive website information products
- Manipulate data and use a variety of ways to present it, whether mapping imagery or financial records
• Design, populate and maintain digital media asset library and cloud-sharing network
• Technically support the creation and distribution of complex publications such as books, magazine articles, visual guidebooks, marketing materials, newsletters, blog posts, the organization's website, etc. for diverse needs and audiences
• Interpret data and knowledge drawn from projects and research to design infographics
• Innovate new Analysis and Knowledge management products, skills, and database
• Support and contribute to analysis and knowledge management strategies and needs

**Technology Role (0.5)**
• Manage network and server to ensure system stability, accessibility and configuration of technical systems and components, including the ability for staff to access server remotely via VPN, RDS, or other methods
• Ensure secure and effective operation of Sage Accounting Software
• Design, implement and maintain backup and recovery system for the organization
• Design, implement and maintain IT security strategy and protocols
• Provide technical support to employees
• Manage user accounts and access rights
• Provide support for G Suite for Nonprofits, Microsoft Office 365, Windows 10 Operating Systems, network printers and copiers, printer queues and file shares
• Troubleshoot and resolve issues with PC, printer, network, and server hardware and software (including switches, hubs, access points and cabling)
• Manage IT asset acquisition and procurement, replacement schedule, new workstation selection
• Oversee audio visual needs and set up
• Provide occasional after hours support as required
• In conjunction with the Office Administrator, make the office an excellent operational environment
• Provide hardware/software training to staff as needed
• Create procedure and process documentation including IT Policy & Procedures

**Desirable Knowledge Skills and Abilities:**
• Previous experience in a similar role with hands-on experience
• Must be a self-starter with excellent organizational, time management and problem-solving skills
• Possess strong attention to detail and a thorough, analytical and systematic thought process
• Ability to manage multiple priorities within tight timelines
• Proven ability to work independently and in a team environment with minimal supervision
• Professionalism in appearance, communication and conduct
• Excellent English verbal and written communication skills with the ability to interact professionally with peers, non-technical clients, technical experts, suppliers and executives
• Familiarity with digital media asset management and/or knowledge management systems or transferable experience.

**Training and/or Experience:**
• An undergraduate or master's degree in science
• Proficiency and familiarity with typical office and accounting software and hardware including but not limited to MS Office (including 365), G Suite, Google Drive and Google Photos, Adobe apps including Creative Cloud, Windows Server, Sage
• Technical knowledge and experience working in cross-platform OS ecosystems (PC and Mac) is an asset
• Certificate or degree in computer science, technical support and/or business administration an asset
• Experience with scientific laboratory and/or field equipment an asset: GPS devices, balances, microscopes, etc.

Languages
• Bilingual English/French/Spanish an asset

To apply to this position please send a cover letter and resume, in English, stating the job title in the subject line, to careers@artisanalgold.org

To learn more about the mission of Artisanal Gold Council please visit artisanalgold.org