

Job description

Job Title:	IT and Digital Learning Officer
Group:	Operations
Dept./Project/Service:	Leaders in Teaching Ethiopia (LiTE)
Reports to:	HR and Administration Manager
Responsible for:	N/A
Usual office base:	Addis Ababa
Grade:	6

Project Overview:

The programme is a national programme aiming to enhance quality of teaching and learning in secondary education. The overall objective of the programme is to improve the transition of secondary school students to either post-secondary education or training or directly into the world of work by equipping them with relevant skills, knowledge, and attitudes through enhanced implementation of the competency-based curriculum. Edt are implementing this programme in partnership with two other organisations, one of whom, the Lead Partner, will also host the Project Management Unit (PMU).

Job Purpose:

The IT and Digital Learning Officer is responsible for implementing and supporting digital learning activities at regional level and for maintaining the IT infrastructure and systems that enable effective programme delivery. The role ensures that digital learning tools, platforms, and resources are effectively deployed, maintained, and used by regional teams, schools, and partners, while also providing day-to-day IT support to programme staff and offices. The role will work closely with Regional Technical Leads to align the digital learning with delivery plans, school activities and timelines.

Job Objectives:

Digital Learning Implementation and Support

- Lead the rollout and day-to-day use of programme digital learning platforms and tools (e.g. teacher portals, Learning Passport, digital resources for CPD and Communities of Practice) within edt regions
- Lead the digitisation, organisation, and updating of training materials, toolkits, and guidance developed by the PMU and technical teams.
- Provide practical support to teachers, facilitators, and school leaders to access and use digital learning content, including low-tech and offline solutions where connectivity is limited.

- Support digital skills activities linked to teacher CPD, school leadership development, Communities of Practice, and Community Careers and Vocational Hubs.

IT Infrastructure and Systems Support

- Serve as the IT focal point, responsible for the maintenance and basic troubleshooting of office IT infrastructure, including computers, networks, printers, and connectivity.
- Support the setup, maintenance, and inventory of IT equipment in edt programme offices,
- Coordinate with suppliers and service providers to resolve IT issues and ensure timely maintenance or replacement of equipment.
- Ensure safe, appropriate, and efficient use of edt IT assets in line with organisational policies.

User Support and Capacity Building

- Provide IT and digital support to programme staff, facilitators, and partners, escalating issues as needed to PMU Digital Lead or edt IT service desk.
- Support basic digital skills building for staff and frontline users to enable effective use of programme platforms and tools.
- Contribute to user guidance, job aids, and simple how-to materials to support consistent use of digital systems.

Coordination, Monitoring, and Reporting

- Work closely with regional programme teams, PMU technical leads, and partners to ensure digital learning activities are delivered as planned.
- Support the collection of basic usage data, feedback, and issues related to digital platforms and IT systems, feeding into routine programme reporting and learning.
- Flag risks related to digital access, infrastructure, or safeguarding in digital environments, and support mitigation actions.

Safeguarding, Inclusion, and Data Protection

- Ensure digital tools and IT systems are used in ways that support safeguarding, data protection, and inclusive access, particularly for girls and vulnerable learners
- Follow organisational policies on safeguarding, acceptable use of technology, and information security at all times.

Person specification:

Knowledge:

Essential

- Bachelor's degree in Information Technology, Computer Science, Educational Technology, Information Systems, or a closely related field
- Formal training or certification in IT support or systems administration (e.g. networking, hardware support, or help-desk functions)
- Knowledge of digital learning platforms or e-learning systems, particularly those used in education or training programmes
- Awareness of data protection, safeguarding, and inclusive access considerations in digital environments

Desirable

- Training or short courses related to digital learning, blended learning, or technology-enabled education
- Safeguarding, data protection, or information security training

Experience:

Essential

- Experience supporting digital learning in schools, TVET colleges, or teacher training contexts.
- Experience providing IT support in an organisational, education or development setting, maintaining IT equipment and managing troubleshooting
- Experience working on education or youth programmes in a low resource or regional setting
- Experience supporting users with digital tools, platforms, or learning technologies.

Desirable

- Experience of working for an NGO in the development sector

Skills:

Essential

- Ability to work collaboratively with programme, technical, and regional teams.
- Strong organizational skills, ability to take initiative and solve problems
- Ability to meet deadlines and deliver results on time with strong attention to consistency, detail, and quality
- Ability to prioritise workload and deal with multiple requests and work activities at any given time.
- Good written and oral English language skills with the ability to communicate effectively
- Local language skills in one of the edt focus regions

Our Values



Education Development Trust is committed to safeguarding and promoting the welfare of everyone who comes into contact with us. We operate a zero-tolerance policy to sexual exploitation, abuse, and harassment (SEAH). Applicants must be willing to undergo safeguarding screening appropriate to the post, including checks with past employers and police checks. Successful candidates will be required to sign a safeguarding declaration to confirm that they will abide by edt's safeguarding policies and procedures, including, but not limited to, Protection from SEAH, and the Safeguarding Code of Conduct.

Education Development Trust also participates in the Inter Agency Misconduct Disclosure Scheme and we may request information from relevant job applicants' previous employers about any findings of sexual misconduct, including harassment, during employment, or incidents under investigation when the applicant left employment. By submitting an application, the job applicant confirms their understanding of these recruitment procedures.