Job Description: AJAH IT Officer

About the Al Qasimi Foundation

The Sheikh Saud bin Saqr Al Qasimi Foundation for Policy Research (AQF) is a leading philanthropic organization based in Ras Al Khaimah, United Arab Emirates. The Foundation supports the social, cultural, and economic development of RAK and the wider UAE through research, policy engagement, capacity development, and community programming.

The Foundation also curates the RAK Art Festival, an international platform showcasing contemporary art, cultural heritage, and digital innovation, attracting audiences from across the UAE and GCC.

Position Overview

The AJAH IT Officer is responsible for ensuring the smooth operation, security, and reliability of all IT systems supporting AJAH and related Foundation initiatives. The role provides frontline technical support, maintains network infrastructure, manages IT assets, and supports digital operations across office and production environments. The IT Officer plays a critical role in minimizing downtime and enabling teams to operate efficiently and securely.

Key Responsibilities

- Provide first-level technical support for hardware, software, and network-related issues.
- Install, configure, and maintain desktops, laptops, printers, scanners, and other IT equipment.
- Monitor and maintain network connectivity (LAN/WAN/Wi-Fi) across office areas.
- Assist in basic Active Directory administration, shared folders, and email setup.
- Manage user accounts, access rights, and password administration.
- Perform regular data backups, antivirus updates, and system patch management.
- Coordinate with production and engineering teams to minimize IT-related downtime.
- Maintain IT asset inventory, documentation, and hardware lifecycle tracking.
- Assist in IT-related projects and system improvements.
- Make day-to-day website updates across the Foundation's sites and HubSpot pages (landing pages, adding blog posts, banners, images/media, and other CMS content) while keeping everything aligned with brand and style guidelines.
- Perform updates and fixes to the Foundation's custom-built websites, including content changes, layout/styling adjustments, and minor component updates, in line with existing code standards and patterns.
- Create and manage event and activity registrations (primarily through HubSpot): build registration forms and related pages, monitor and organize submissions, and coordinate with relevant stakeholders to share updates, lists, and any required follow-ups.
- Familiarity with multiple CMS tools and architectures, and the ability to recommend practical improvements or alternatives when needed

Candidate Profile

Qualifications & Experience

- Bachelor's Degree in Information Technology, Computer Science, or a related field.
- At least 2 years of experience in IT support or systems administration.
- CMS Experiences (e.g. WordPress, HubSpot).
- Experience managing Windows-based environments and Microsoft 365.
- Familiarity with networking fundamentals (TCP/IP, DNS, DHCP, firewalls).
- Experience with backup systems and cybersecurity best practices.
- IT certifications (e.g., CompTIA A+, Network+, Microsoft, Cisco) are an advantage.

Skills & Competencies

- Strong troubleshooting and analytical skills.
- Excellent communication and user support abilities.
- Ability to prioritize and manage multiple support requests.
- High attention to detail and documentation accuracy.
- Understanding of cybersecurity fundamentals.
- Ability to work independently and as part of a cross-functional team.
- Proactive mindset toward system improvements and automation.

Compensation & Benefits

- Competitive, tax-free salary
- Comprehensive health insurance
- Professional development opportunities
- Value-driven organizational culture.

Application Requirements

Candidates must provide:

- CV
- Cover Letter