ICLEI is a global network of over 2,000 cities and other subnational governments committed to building a sustainable future. ICLEI provides technical services, capacity building, networking opportunities and cutting-edge urban solutions to its network cities and their communities. ICLEI’s African Head Office, which serves ICLEI’s network cities from across Africa, is based in Cape Town (www.africa.iclei.org).

Over the past two decades ICLEI Africa has provided critical support to African cities and subnational governments as they embark on their sustainability journeys.

ICLEI Africa conducts sustainability work across Africa, and has done so over the past 20 years. Our programmes and projects are needs-based, they serve cities and towns across the continent, and contribute in tangible ways to local, national and international urban sustainability agendas. Our goals are significant: we promote the necessity for city engagement in the development of national and international sustainability agendas, and communicate in tangible ways how cities are contributing to the achievement of all major sustainability-related international agreements, such as the Paris Agreement, the New Urban Agenda, the Sustainable Development Goals and the Sendai Framework for Disaster Risk Reduction. We implement programmes and projects in cities across Africa, from inception and project conceptualisation to implementation of on-the-ground interventions. One of ICLEI Africa’s major strengths is that complementing the significant technical expertise that our teams possess, who get deep technical work done in cities across the continent, we engage in sustainability journeys with our cities, over the long-term. ICLEI Africa prides itself in maintaining long-term and trust-based relationships with stakeholders in our cities and towns through serving our member and network cities via capacity building, technical support for policy development and action, and advocacy for the importance of local action and finance.

ICLEI Cities Biodiversity Center

ICLEI Africa also proudly hosts ICLEI’s global Cities Biodiversity Center (CBC), a center of excellence in the field of urban biodiversity and nature-based solutions for urban development. Through the CBC we work with all of our other ICLEI offices, many international partner organisations and networks, and with cities and other subnational governments from across the world (www.cbc.iclei.org).

The ICLEI Africa and ICLEI CBC team

Our work is conducted by a dynamic and passionate team of well qualified and highly skilled professionals that work with cities to ensure a more sustainable future. As an office that deeply cares for the cities it works with, the team adheres to a strong set of values. There is a culture and ethos of openness and sharing, where staff are always willing to support each other where they can. There is diversity of skills and experiences in our team of well over 40 staff that spans from those that have worked in research, carrying Masters and Doctorate degrees, to those that are experienced practitioners in the fields of urban planning, economics, sustainability, environmental science and engineering, as well as communications. Given the number of languages spoken across the African continent and globally, ICLEI Africa has many bilingual and multilingual staff, and also supports staff development in adding more languages to their repertoire.
ICLEI Africa has the pleasure to invite suitably qualified individuals to apply for the positions below, to join our African and Cities Biodiversity Center teams of dynamic urban sustainability professionals.

**Technical Support Officer: Energy, Climate Change and Resilience workstream**  
*(12-month fixed term contract position with the potential of renewal)*

The team at ICLEI Africa serves the Pan-African region as part of our membership and project responsibilities. Prior to COVID-19, this meant that the team travelled extensively to facilitate and participate in workshops, meetings, trainings, events, etc. In response to the COVID-19 pandemic, the team at ICLEI Africa have had to pivot and invest in innovative remote ways of working with our project and member cities, partners and donors. Our work is becoming increasingly centred on virtual engagement.

ICLEI Africa is seeking an innovative, tech-minded person to join the team and support in moving our work forward. This person will work mainly with staff operating in the Energy, Climate Change and Resilience workstream, who work with cities from across the African continent to enhance their policies and practices in response to the climate crisis. An interest in the field of energy and climate change, and a passion for progressing African cities’ sustainability agendas, would thus be advantageous for the candidate.

This position is well suited to a dynamic person with a ‘can-do’ attitude that has an aptitude for IT and tech, and proven experience working in the field.

Candidates, via their applications, should provide evidence of the following experience:

- Minimum of 2 years of relevant work experience;
- Providing technical support in organising and running webinars and meetings on live streaming platforms such as ZOOM, GoToMeeting or similar;
- Providing technical support in organising and running online events;
- Maintaining websites, including troubleshooting technical issues on websites (built on Wordpress or similar);
- Proficiency in HTML, working knowledge of CSS and Javascript, knowledge of Python and other languages is advantageous;
- Basic non-technical knowledge of APIs and databases would be advantageous;
- Managing email platforms (e.g. MailChimp) and sending bulk emails;
- Creating and editing HTML email templates would be an advantage;
- Managing and cleaning big datasets would be an advantage;
- Developing, uploading and managing online courses;
- Testing and evaluating new technical solutions;
- Some experience and/or knowledge of low data and/or data-free solutions;
- Experience in implementing remote learning or engagement solutions that work in African cities;
- Supporting the roll-out of new remote applications. Experience in training staff on how to use new applications would be an advantage;
- Providing timely and accurate feedback to customers and/or colleagues;
- Talking customers/or colleagues through a series of actions to resolve a technical problem.
Further Requirements:

- Ability to work both independently and collaboratively in multiple and multi-disciplinary teams in a highly dynamic and creative environment;
- Ability to be flexible about work responsibilities and thrive under pressure;
- Problem-solving and analytical skills, well-organised, attention to detail and quality, and a structured and pro-active working style;
- Excellent written, presentation and verbal communication skills;
- Valid code B driving license, with at least one year’s driving experience;
- South African resident/valid work or critical skills permit;
- Proficiency in another global language, especially Arabic, French, Swahili or Portuguese will be a strong added advantage.

ALL POSITIONS

Please forward a comprehensive CV and covering (motivating) letter, including a certified copy of your ID, available starting date and three references to Sonya Smith (sonya.smith@iclei.org) by 23h59 SAST on Wednesday 16 September 2020.

Email Subject: indicated clearly which post (Manager: CitiesWithNature & RegionsWitNature or PO: Urban Systems or Technical Support Officer: Energy, Climate Change and Resilience or Internship position, indicating preferred field of work).

No late applications will be considered.

A market-related and competitive annual remuneration package (TCOE based) will be offered to successful candidates, taking into consideration qualifications and experience.

Good team fit within the ICLEI team will be a consideration for all posts.

Applicants who have not been contacted within 60 working days after the closing date of this advertisement should regard their applications as unsuccessful.

ICLEI Africa reserves the right not to appoint an individual in relation to this job advert.