



IT & Digital Systems Officer

Global Shea Alliance (GSA)

Background

Established in 2011, the Global Shea Alliance (GSA) is a non profit industry association based in Accra, Ghana. GSA currently has 901 members from 39 countries, including food and cosmetic brands, suppliers, women's groups, non profit organisations, affiliates and national associations. The GSA's mission is to design, develop and deliver strategies that drive a competitive and sustainable shea industry worldwide, improving the livelihoods of rural African women and their communities.

Through public private partnerships, the GSA promotes industry sustainability, quality practices and standards and demand for shea in food and cosmetics. We implement the following activities:



- Quality trainings for women's groups on kernel collection, processing, and storage.
- Implementation of kernel quality standards in collaboration with members and national/regional standards bodies.
- Small business trainings including accounting, marketing, packaging and formulation workshops.



- Annual international conferences in West Africa, Europe, and the United States.
- Annual African cosmetics brand exhibition.
- International policy analysis and advocacy to remove trade barriers.
- Research on shea benefits in food and cosmetics.
- African national association development.
- International consumer and industry media engagement.



- Implementation of multi-stakeholder guidelines for sustainable business practices.
- Large-scale development projects including warehouse construction, business development trainings, health and safety initiatives, parkland management, improved planting materials, and conservation pilot projects.

Position Overview

As the GSA continues to grow its global impact, we are looking for a talented and passionate IT & Digital Systems Officer to join our Accra-based team. This is a genuinely exciting opportunity for someone who loves technology and believes in using it purposefully to make things work better — for colleagues, for members and ultimately for the women and communities the GSA serves.

The IT & Digital Systems Officer will take ownership of the GSA's digital infrastructure, websites, databases and internal IT systems. You will lead the modernisation and integration of our digital platforms, strengthen our cybersecurity posture and be the go-to person for day-to-day technical support. You will also contribute meaningfully to how the GSA looks and



feels online and in print, lending your graphic design skills to communications, campaigns and events.

This role may be structured as full-time employment or as a part-time consultancy arrangement, depending on the candidate's profile and organisational need. Either way, you will be a valued member of the GSA team, contributing to a mission that matters.

Key Responsibilities

Website Development & Management

- Lead the end-to-end development and launch of a new GSA website, modernising its architecture, functionality and user experience
- Ensure all GSA websites are secure, mobile-responsive, accessible and kept consistently up to date
- Manage web hosting, domain registration, routine maintenance and performance analytics
- Upgrade and improve the Shea Marketplace platform to enhance usability, search functionality and member engagement
- Integrate marketplace systems with broader GSA digital platforms and member databases

Systems Integration & Database Management

- Review and streamline existing digital platforms, systems and databases across the organisation
- Develop and maintain integrated databases to support reporting, membership management and organisational operations
- Improve data organisation, storage, accessibility and integrity across systems
- Support the integration of CRM systems, event management tools, communication platforms and cloud-based applications
- Generate reports and dashboards to support decision-making and operational efficiency
- Maintain documentation for systems architecture, workflows and digital procedures

Digital Visibility & Promotion and IT Support

- Develop and implement SEO strategies to improve the discoverability and reach of GSA's online presence
- Integrate GSA websites with social media channels and communication platforms to drive cohesive engagement
- Monitor, analyse and regularly report on website performance metrics, making data-led recommendations for improvement



IT Support & Systems Administration

- Provide responsive, day-to-day IT support for GSA staff and consultants, including troubleshooting hardware, software and connectivity issues
- Manage user accounts, access permissions and password policies in line with organisational security standards
- Maintain an up-to-date inventory of IT equipment and software licences

Cybersecurity & IT Governance

- Implement cybersecurity best practices and data protection measures appropriate to a mission-driven international organisation.
- Ensure regular, reliable data backups and test recovery systems to guard against data loss.
- Develop, document and roll out standard IT procedures and protocols, including:
 - Website and content management workflows
 - Database and file management standards
 - Staff onboarding and device setup processes
 - Password and access management policies
 - Backup and disaster recovery protocols

Graphic Design & Visual Communications

- Design professional digital and print materials including reports, infographics, presentations, social media graphics and event materials
- Ensure visual consistency across all GSA communication platforms in line with brand guidelines
- Use modern design platforms and AI-enabled creative tools to improve efficiency and design quality
- Collaborate with programme and communications teams to translate technical and programme information into compelling visual content

Expected Deliverables

The successful candidate will contribute to the following outcomes:

- Successful launch and management of an updated GSA website
- Improved functionality and integration of the Shea Marketplace platform
- Enhanced digital systems integration and operational efficiency
- Strengthened data management and reporting systems
- Improved website visibility, engagement and analytics performance
- Stronger cybersecurity practices and IT governance procedures
- Improved quality and consistency of organisational digital communications

Academic Qualifications

- Bachelor's degree in one of the following or a related field:
 - Information Technology
 - Computer Science
 - Information Systems
 - Software Engineering



- Cybersecurity
- Digital Media Technology
- Computer Engineering
- A postgraduate qualification or professional certification in IT systems, cybersecurity, web development, digital transformation or project management will be an added advantage.

Professional Certifications (Advantageous)

Relevant certifications may include:

- Google IT Support Professional Certificate
- CompTIA A+, Network+ or Security+
- Cisco Certified Network Associate (CCNA)
- Certified Information Systems Security Professional (CISSP)
- Microsoft Certified Professional certifications
- Google Analytics Certification
- Certified Web Developer or related certifications

Experience

- Minimum of 3 years' relevant professional experience in IT systems administration, digital platform management or web development
- Demonstrated experience managing websites, CMS platforms and digital systems
- Experience working with databases, cloud-based systems and systems integration tools.
- Experience providing organisational IT support and troubleshooting services.
- Experience in graphic design and digital content production
- Experience working within a non-profit, development organisation, membership association or international organisation is highly desirable

Desirable Experience

- Prior experience working with NGOs, international associations, trade bodies or development organisations
- Familiarity with marketplace or e-commerce platforms, including product search optimisation
- Experience with CRM systems, dashboards or automation/workflow tools (e.g. Salesforce, HubSpot, Zapier or similar)

Technical Competencies

- Proficiency in web development languages and frameworks (HTML, CSS, JavaScript; PHP or Python an advantage)
- Strong knowledge of CMS platforms, web hosting environments and domain management.
- Working knowledge of cybersecurity principles, data protection and backup systems
- Experience with database management tools (MySQL, Microsoft Access or equivalent)
- Proficiency in graphic design software (Adobe Creative Suite, Canva or equivalent)
- Practical understanding of SEO tools, web analytics platforms (e.g. Google Analytics) and performance monitoring



Behavioural Competencies

- Problem-solving orientation — You approach technical challenges with curiosity and a solutions-first mindset.
- Attention to detail — You take pride in getting things right, whether it's a line of code or a visual layout.
- Communication — You can explain technical concepts clearly to non-technical colleagues, without jargon.
- Collaboration — You thrive in a team environment and understand that your work supports the success of others.
- Adaptability — You are comfortable working across multiple priorities in a dynamic international organisation.
- Integrity — You handle sensitive data and organisational systems with discretion and professionalism.
- Commitment to mission — You are genuinely motivated by the GSA's work and the communities it serves.

How To Apply

Interested candidates should submit:

- A cover letter
- Curriculum Vitae (CV)

Applications should be submitted to:

msakyi@globalshea.com

Application Deadline: 5:00 PM, 20 June 2026.