**MISSIONS OF HOPE INTERNATIONAL**

**JOB DESCRIPTION**

**Position:**

**Reports to:**

**Supervises:**

**Department**

**IT Manager**

**IDS Director**

**Communications & Tech Coordinator, IT Support Officers, Education Tech Assistants**

**Institutional Development & Strategy**

**OVERALL JOB PURPOSE**

The position is responsible for overseeing the management and maintenance of ICT infrastructure. He/She will also be responsible of ensuring adequate and efficient ICT system and provides support to users to facilitate general operations of the organization in an effective manner.

**Duties and responsibilities:**

1. General Maintenance
* Carry out assessment of the ICT needs of the various Departments, Centers and Users and advice the organization appropriately/accordingly.
* Carry out routine maintenance and service on computers and applications including software and hardware, printers, laptops etc. to ensure smooth and continuous operations of the equipment and avoidance of any major breakdowns.
* Provide support to Departments and Centers to ensure adequate and smooth operations of applications, ICT and MIS needs.
* Ensure tight security of the entire ICT infrastructure.
* Carry out routine software trouble shooting and checking up to date soft-wares in the running PCs and Laptops.
* Managing the organizations website by posting and upgrading information regularly as provided and is appropriate
* Ensure proper back-up and storage systems and procedures are in place.
1. Technical Support
* Support the organization in the development, implementation and review of an ICT policy and strategy.
* Advise the procurement officer on purchases of computer equipment and other related accessories ensuring that the specifications are met.
* Ensure no or limited system downtimes.
1. Capacity Building
* Train users on how to handle and effectively use computers and other related accessories.
* Train users on minor maintenance of the equipment.
* Train staff in ICT matters that includes resourceful and safe use of packages, systems, email and Internet.
* Train users on how to use the security system including update of anti-virus and other security matters.
* Support Schools and Centers providing ICT training to Children and Staff.
1. Asset Management System
* Support the department to set up a system to track all computer related assets.
* Ensure that the assets are fully insured.
* Maintenance of assets tracking system.
1. Any other duties and responsibilities which may be assigned by the supervisor from time to time.

**Academic and Professional Qualifications & Experience:**

* BSc/BA in Information Technology, Communications, Computer Science or a related discipline. Additional Diploma in Electronics, Networking, ICT or related fields added advantage.
* Experience with databases, networks (LAN, WAN) and patch management
* Knowledge of system security (e.g. intrusion detection systems) and data backup/recovery.
* Solid knowledge of IT systems and applications with at least 5 years relevant working experience in a busy ICT department.

**Competencies/Abilities/Skills Required:**

* Strong Christian with demonstrated commitment and integrity, and active involvement in church.
* Able to work effectively in a team based, multi-cultural and changing environment.
* Software and hardware skills pertaining to web applications are required.
* Knowledge in IT design and programming.
* Knowledge in networking, internet, license administration.
* Determined personality with initiative, perseverance, keenness on details and ability to consistently meet tight deadlines.
* Excellent analytical, organizational and presentation skills.