

MISSIONS OF HOPE INTERNATIONAL

JOB DESCRIPTION

Position: IT Support Officer - Hardware & Networking
Reports to: IT Manager
Supervises:
Department: IT
Grade:

OVERALL JOB PURPOSE

The candidate is expected to offer support and assistance in the implementation and maintenance of ICT Infrastructure in the organization by enabling provision of timely, reliable, accurate and efficient information services to both staff and partners.

DUTIES AND RESPONSIBILITIES:

1. Provide IT support and management of school's computer labs.
2. Provide structured cabling where needed across the organization
3. Monitor the network to ensure optimum performance and troubleshoot issues
4. Maintain documentation relating to network setups and configuration
5. Maintain network connectivity of all computer workstations.
6. Evaluate and recommend security improvements and system upgrades.
7. Maintain servers and associated hardware, applications, services, and settings.
8. Network and Internet support – provide data and voice network support across the organization, this includes LAN and Wireless networks
9. Ensure timely troubleshooting and repair of faulty ICT equipment; liaise with respective departments and external service providers for resolution of technical issues
10. Maintain updated inventory records for ICT hardware, software, and network equipment within the organization.

Academic and Professional Qualifications and Experience

- Bachelor's degree in Computer Science or related field.
- Diploma/Certificate in electronics/Networking/IT or related fields will be an added advantage.
- At least 2 years relevant work experience in a busy IT department

Competencies/Abilities/Skills Required

- Fundamental knowledge of networking concepts.
- Hands-on technical troubleshooting capabilities
- Demonstrates high regards for accuracy and reliability.
- Able to work independently and effectively under pressure and within tight deadlines.
- Strong analytical, communication, dynamic thinking skills and presentation skills.
- Must have good interpersonal relation and team orientation
- Ability to work independently under minimal supervision