MISSIONS OF HOPE INTERNATIONAL

JOB DESCRIPTION

Position: IT Support Officer - Systems
Reports to: IT Manager
Supervises:
Department: IT
Grade:

OVERALL JOB PURPOSE

This position 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 the partners as well as manage organization systems to ensure smooth running of processes.

DUTIES AND RESPONSIBILITIES:

1. Helpdesk administrator - Ensure the tickets raised by the users attended to within the set time.
2. Ensure timely installation, configuration, and maintenance of ICT hardware, software, and network equipment
3. Responsible for providing training and support for end users for IT requirements in an effective and efficient manner within the organization
4. System administration on various systems within the organization
5. Ensure preventive maintenance and service of ICT equipment annually
6. Assist schools in identifying and quantifying ICT needs.
7. Assist in the implementation and support of all ICT initiatives and information systems in the organization.
8. Maintain updated inventory records for ICT hardware, software, and network equipment within the organization.
9. Ensure timely troubleshooting and repair of faulty ICT equipment; liaise with respective departments and external service providers for resolution of technical issues
10. Network and Internet support – provide data and voice network support across the organization, this includes LAN and Wireless networks.

Academic and Professional Qualifications & Experience

- Bachelor's degree in Computer Science or related field.
- Development skills (Python) and Microsoft SQL will be an added advantage
- At least 2 years relevant work experience in a busy I.T department

Competencies/Abilities/Skills Required

- Knowledge in SQL and data mining.
- Knowledge in networking, internet, license administration.
- Knowledge in data protection act and cloud computing.
- Able to work independently and effectively under pressure and within tight deadlines.

- Strong analytical, communication, dynamic thinking skills and presentation skills.