

MISSIONS OF HOPE INTERNATIONAL JOB DESCRIPTION

Position: IT Support Officer

Reports to: IT Manager

Supervises: None

Department: Institutional Development & Strategy (IDS)

OVERALL JOB PURPOSE

To offer technical support as far as IT is concerned. This enables provision of timely, reliable, accurate and efficient information services to staff and partners. Managing organization systems to ensure smooth running of processes. This role includes data management i.e. data security, data storage and backup.

DUTIES AND RESPONSIBILITIES:

- Install, configure, and maintain network infrastructure, including LAN/WAN, Wi-Fi, structured cabling, and Starlink connectivity.
- System administration: administer, maintain, and optimize on-premises and cloud-based IT infrastructure, including system and servers, storage, virtualization platforms, like Google Cloud platform services. Manage Active Directory, Group Policy, DNS, DHCP, identity and access management, and ensure the availability, security, performance, and reliability of enterprise systems.
- Troubleshoot and resolve network, internet, hardware, and software issues across all MOHI locations.
- Support the setup, maintenance, and preventive servicing of computer labs.
- Provide first and second-level IT support to users, including remote support for field offices and schools.
- Install, configure, and maintain desktops, laptops, printers, and other ICT equipment.
- Manage and maintain ICT assets, including inventory, tracking, and lifecycle management.
- Conduct user training on ICT systems, cybersecurity awareness, and technology best practices.
- Maintain accurate documentation of network infrastructure, IT assets, and support activities.
- Assist in the implementation of ICT projects and deployment of new technologies.
- Perform preventive maintenance to ensure high availability and reliability of ICT infrastructure.
- Support audio-visual equipment and other ICT services during meetings and organizational events.
- Perform any other ICT-related duties as assigned by the IT Manager.

ACADEMIC AND PROFESSIONAL QUALIFICATIONS & EXPERIENCE:

- Bachelor's Degree in Computer Science, Information Technology, Information Systems, Computer Engineering or a related field.
- At least 3 years relevant work experience in a busy IT department.

COMPETENCIES/ABILITIES/SKILLS REQUIRED:

- Must be a committed Christian, able to stand above denominational diversities.
- Cisco Certified Network Associate (CCNA).
- CompTIA A+ certification is an added advantage.
- AWS Cloud Practitioner, Microsoft Azure Fundamentals (AZ-900), or Google Associate Cloud Engineer.
- Determined personality with initiative, perseverance.
- Network installation and troubleshooting.
- Good interpersonal and communication skills.
- Demonstrates high regards for accuracy and reliability.
- Should be a team player.
- Able to work independently and effectively under pressure and within tight deadlines.
- Capability and willingness to take responsibility.
- Ready to comply and live up to and in accordance with the organization ideals and core values.