Vacancy Announcement ICT Officer 01 Position

POSITION: ICT OFFICER

OPEN DATE: OCTOBER 11, 2024

CLOSING DATE: OCTOBER 30, 2024

GRADE: C3

DEPARTMENT: Human Resources & Operations Department

REPORTS TO: Manager, Human Resources & Operations

SUPERVISION: ICT Assistant & ICT Interns

PURPOSE:

To develop, manage and support Network and ICT Infrastructure to deliver high quality, innovative, cost effective solutions and platform in support of the Country.

PRIMARY RESPONSIBILITIES:

❖ Install, configure and manage computer networks and systems in headquarters and country offices;

❖ Address problems that are escalated to me with regards to computer networks and systems in headquarters and country offices;

❖ Test new programs before user installation and implementation;

❖ Manage all Network connectivity in country offices and Virtual Private Network Connections;

❖ Receive (telephone, e-mail, Service desk requests, and visits) and diagnosing issues from all staff for appropriate solutions;

❖ Guide users systematically to trouble shoot systems and offering immediate and alternative solution to issues;

❖ Empower users by sending system tips and guidance instruction;

❖ Manage and address all logged issues in a timely manner;

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- Carry out unexpected and regular ICT support visits to country programs for on-site as well as remote connection support;

- Provide support to country I.T. Managers in setting up the infrastructure for virtualization and private cloud basics;

- Administer E-policy McAfee antivirus and client update and configuration to both users and servers;

- Publish internal resources for external access;

- Manage Patches for all critical applications with current security updates and hot fixes;

- Responsible for virtual environment design, implementation and maintenance;

- Perform infrastructure/software design development to ensure compatibility and operationally with Amref's LAN and WAN requirements;

- Participate in the definition, designing, testing and implementation of new Information Technology (IT) hardware and software standards for Amref based on user requirements and in accordance with the strategy and direction. Resolve any Hardware (PCs, Routers, switches, Servers & PABX) Configuration related problems;

- Manage Tests and configurations of all new enterprise equipment, particularly servers, switches, routers and firewalls, to ensure compatibility with Amref requirements and standards;

- Oversee I.T. related project implementation carried out by external contractors;

- Manage all internet connectivity from country offices to the Headquarters;

- Manage backups and Develop, test and implementation of disaster recovery plans and prepare standard procedures for monitoring servers, and ensure that they are fully operational.

PERSON SPECIFICATIONS:

Academic Qualification

- Diploma in Computer Science, ICT or related field
- Bachelor's degree in Computer Science, ICT or related field (Mandatory requirement)
- Master's degree in Computer Science, ICT or related field (An advantage)

Professional Qualifications/Membership to professional bodies

- Relevant professional qualification (CCNP, ITIL, VMware, CompTIA)
- Member of a relevant professional body

Experience

- Minimum of three (3) years' relevant experience.

SKILLS/ KNOWLEDGE

- Ability to communicate both inside and outside the organisation, Formal presentation.
- Ability to write complex reports.

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- ❖ Analytical skills.
- ❖ Quality work output, contributes to team success, Initiating action, applied learning.
- ❖ Demonstrate high levels of integrity.
- ❖ Seeks continuous learning.
- ❖ Excellent interpersonal skills

How to Apply

Interested? Please! visit our recruitment Portal
https://recruitment.amref.org:1445/Jobs/Index/?Length=4 to make your application. You will be required to create an account in order for you to be able to submit your application or Hand delivery at our Office in Thongping opposite the former UNOCHA. Your application should include a cover letter detailing why you are the best fit for this position and your CV with relevant skills and experience. Closing date will be **October 30 2024**. Only shortlisted candidates will be contacted.

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