RIDEVE MEDIA

Job Description: Developer & IT Support Officer

Employee: Mapalo Chibwe
Position: Developer & IT Support Officer
Department: IT & Systems Development
Reports To: Head of IT & Systems Development

Role Overview — Developer & IT Support Officer

The Developer & IT Support Officer plays a dual role that combines **software development responsibilities** with **hands-on IT technical support**, ensuring that both the organization's systems and its users operate efficiently and without disruption.

From a development perspective, the role supports the design, development, testing, deployment, and maintenance of business systems, websites, and web applications. The position requires working closely with senior developers and the Head of IT & Systems Development to translate business needs into functional technical solutions. The Developer & IT Support Officer also assists with system troubleshooting, performance optimization, and implementation of new features to improve operational efficiency.

From an IT support perspective, the role serves as a key point of contact for technical assistance across the organization. This includes diagnosing and resolving hardware, software, and network issues, assisting users with system access and usage, and ensuring all IT equipment is properly configured and maintained.

In addition, the position supports the implementation and maintenance of **network infrastructure and CCTV surveillance systems**, helping ensure reliable connectivity, data security, and physical security monitoring across the

organization. This includes assisting with installation, monitoring system health, and escalating complex technical issues when required.

Key Responsibilities — IT Support & Technical Assistance

The Developer & IT Support Officer is responsible for delivering reliable and timely technical support to ensure all staff can effectively use organizational technology systems. This includes providing frontline support, troubleshooting technical problems, maintaining IT equipment, and assisting with infrastructure monitoring to maintain high system availability and performance.

The role requires a strong understanding of both hardware and software environments, as well as the ability to communicate technical solutions clearly to non-technical users. The officer is expected to respond to support requests efficiently, minimize downtime, and escalate complex issues when necessary.

- **Technical Support & Troubleshooting**
  The officer provides first-level technical support for all IT-related issues across the organization. This includes diagnosing and resolving hardware failures, software errors, user access issues, email problems, and network connectivity challenges. The role also involves supporting business systems and applications to ensure users can perform their daily tasks without interruption.
- **Hardware & Software Maintenance**
  The role involves installing, configuring, and maintaining desktops, laptops, printers, scanners, and other IT equipment. This includes operating system updates, antivirus management, software installations, and device configuration according to organizational standards.
- **User Support & System Access Management**
  The Developer & IT Support Officer assists users with system login issues, password resets, permission assignments, and account setup. The role supports onboarding and offboarding processes by preparing user accounts, configuring devices, and ensuring proper access control based on job roles.

- **Networking & CCTV Support**
  The role supports the monitoring and maintenance of network infrastructure including routers, switches, and wireless access points. The officer assists with identifying connectivity issues and ensuring stable network performance.

- **Preventive Maintenance & System Monitoring**
  The officer participates in routine system checks to identify potential failures before they occur. This includes monitoring device health, storage capacity, backup processes, and system alerts to maintain operational stability.

- **User Training & Guidance**
  The role involves guiding staff on proper use of systems, software, and IT equipment. The officer promotes cybersecurity awareness by educating users on password security, phishing awareness, and safe data handling practices.

Key Responsibilities — Software & Systems Development

The Developer & IT Support Officer supports the design, development, implementation, and maintenance of software systems that support organizational operations and client services. The role contributes to building reliable, scalable, and user-friendly systems while ensuring that existing systems remain stable, secure, and up to date.

The position requires practical programming skills, understanding of system architecture, and the ability to translate business requirements into functional technical solutions. The officer works closely with senior developers, the Head of IT & Systems Development, and other stakeholders to deliver high-quality systems that align with organizational objectives.

- **System Development Support**
  The officer assists in the development of in-house systems used to automate and streamline business processes. This includes contributing to feature development, writing clean and maintainable code, and assisting in integrating different system components. The role may involve working on

modules such as user management, reporting tools, workflow automation, and database-driven applications.

- **Website & Web Application Development**
  The role supports the development and maintenance of company and client websites, ensuring they remain functional, secure, and up to date. This includes assisting in front-end development, implementing UI improvements, and supporting back-end functionality such as database connections and API integrations. The officer also assists in ensuring websites are optimized for performance, responsiveness, and search engine visibility.

- **System Testing & Quality Assurance**
  The Developer & IT Support Officer assists in testing systems before deployment to ensure functionality, security, and performance standards are met. This includes identifying bugs, documenting issues, performing user acceptance testing support, and verifying that fixes are correctly implemented.

- **System Maintenance & Bug Fixing**
  The role involves ongoing monitoring of existing systems to identify and resolve issues quickly. The officer assists in troubleshooting system errors, fixing bugs, improving system performance, and implementing updates or patches when required.

- **Deployment & Implementation Support**
  The officer assists with system deployments, including preparing deployment environments, backing up existing systems, and supporting rollout activities. The role may involve configuring servers, updating system configurations, and verifying system functionality after deployment.

- **Database Support**
  The role includes assisting in database management tasks such as data validation, query optimization support, backup monitoring, and maintaining data integrity. The officer may assist in generating reports and supporting data-driven decision-making processes.

- **Technical Documentation**
  The officer maintains technical documentation including system architecture notes, deployment procedures, code documentation, and user

manuals. Proper documentation ensures system continuity and simplifies future upgrades or troubleshooting.

- **Continuous Improvement & Learning**
  The role requires staying updated with new development technologies, frameworks, and best practices. The officer is expected to contribute ideas for improving systems, development workflows, and automation opportunities within the organization.

Key Responsibilities — Infrastructure & Systems Maintenance

The Developer & IT Support Officer plays an important role in supporting the stability, security, and performance of the organization's IT infrastructure. This includes assisting with the maintenance of servers, network equipment, storage systems, and surveillance infrastructure to ensure continuous business operations and minimal system downtime.

- **Server & Systems Monitoring**
  The officer assists in monitoring servers and core systems to ensure optimal performance and availability. This includes checking system health, monitoring storage usage, verifying system services are running correctly, and responding to system alerts. The role also supports routine system updates and patch management to maintain security and stability.

- **Backup & Data Protection Support**
  The role supports the monitoring and verification of system backups to ensure organizational data is protected and recoverable. This includes checking backup logs, assisting with backup scheduling, and supporting data recovery testing when required. The officer helps ensure data protection policies are followed to minimize risk of data loss.

- **Network Infrastructure Support**
  The Developer & IT Support Officer assists in installing, configuring, and maintaining networking equipment such as routers and wireless access points. The role includes supporting network performance monitoring, identifying connectivity issues, and assisting in implementing network improvements to ensure reliable and secure connectivity across the organization.

- **CCTV & Surveillance Systems Support**
  The role supports installation, configuration, and maintenance of CCTV cameras, network video recorders (NVRs), digital video recorders (DVRs), and surveillance monitoring software. The officer assists in ensuring cameras are operational, storage systems are functioning correctly, and footage can be accessed when required.
- **Security & Compliance Support**
  The officer assists in implementing IT security controls including access management, device security configuration, antivirus monitoring, and basic vulnerability monitoring. The role supports adherence to IT governance policies, cybersecurity standards, and data protection requirements.
- **Hardware & Infrastructure Upgrades**
  The role supports hardware replacement, system upgrades, and infrastructure expansion projects. This includes assisting with device setup, network expansion, and testing infrastructure performance after upgrades or installations.
- **Incident Support & Escalation**
  The Developer & IT Support Officer supports incident response by identifying infrastructure-related issues, documenting incidents, and escalating complex problems to senior IT staff or external vendors when required.

Key Responsibilities — User Training & Support

- Provide basic IT and systems training to staff when required.
- Support onboarding of new staff with system setup and access.
- Promote cybersecurity awareness and best practices.

Key Responsibilities — Team Collaboration

- Work closely with developers, IT team members, and management on projects.
- Provide technical feedback and suggestions for system improvements.
- Support project implementation and rollout activities.

Required Skills & Competencies

The Developer & IT Support Officer must possess a balanced combination of **technical expertise, analytical thinking, and strong interpersonal skills** to effectively support both development projects and day-to-day IT operations. The role requires the ability to troubleshoot technical issues, contribute to system development, and support users in a professional and efficient manner.

1. Technical Skills

- **Web & Software Development**
  The officer should have working knowledge of web and software development technologies such as HTML, CSS, JavaScript, and at least one server-side programming language such as PHP or similar. The role requires understanding system architecture, application workflows, and the ability to assist in building and maintaining web-based systems and applications.

- **Database Fundamentals**
  The role requires basic knowledge of database structures and operations, including writing basic queries, supporting data validation, and assisting with database troubleshooting. Familiarity with database systems such as MySQL or similar relational databases is important.

- **IT Hardware & Software Troubleshooting**
  The officer must be able to diagnose and resolve hardware and software issues affecting desktops, laptops, printers, and other IT equipment. This includes operating system troubleshooting, software installation, updates, and system configuration.

- **Networking Fundamentals**
  The role requires basic understanding of network concepts including IP addressing, network devices, connectivity troubleshooting, and wireless network configuration. The officer should be able to assist with router, switch, and access point setup and basic network diagnostics.

- **IT Security Awareness**
  The officer should understand basic cybersecurity principles including

password security, malware protection, safe data handling, and access control practices.

2. Analytical & Problem-Solving Skills

- **Systems Analysis**
  Ability to understand system workflows, identify problems, and suggest practical solutions that improve efficiency and performance.
- **Troubleshooting & Root Cause Analysis**
  Ability to identify the root cause of technical issues rather than only addressing symptoms, ensuring long-term solutions.
- **Attention to Detail**
  Strong focus on accuracy when configuring systems, writing code, documenting technical processes, and resolving user issues.

3. Communication & Interpersonal Skills

- **User Support Communication**
  Ability to explain technical concepts clearly to non-technical users in a simple and professional manner.
- **Team Collaboration**
  Ability to work effectively with IT team members, developers, management, and external vendors.
- **Documentation Skills**
  Ability to create clear technical documentation, user guides, and troubleshooting procedures.

Work Ethic & Professional Competencies

- **Time Management**
  Ability to manage multiple support tickets, development tasks, and project assignments simultaneously.
- **Adaptability & Continuous Learning**
  Willingness to learn new technologies, tools, and systems as required by the organization.

- **Professionalism & Reliability**
  Demonstrates accountability, reliability, and a strong commitment to service quality and system performance.

Key Performance Indicators (KPIs)

The performance of the Developer & IT Support Officer is measured using key indicators that reflect effectiveness in IT support delivery, system development contribution, infrastructure reliability, and user satisfaction. These indicators help ensure alignment with organizational technology goals and service quality standards.

IT Support Performance

- **Support Ticket Resolution Time**
  Measures how quickly technical issues are resolved after being reported. The goal is to maintain fast response times while ensuring issues are fully resolved and not recurring.
- **First-Time Resolution Rate**
  Measures the percentage of issues resolved without escalation or repeated support requests. A high rate indicates strong technical knowledge and effective troubleshooting skills.
- **User Satisfaction Rating**
  Evaluates feedback from staff regarding the quality, professionalism, and effectiveness of IT support services.
- **System Downtime Related to End-User Issues**
  Measures how effectively user-related technical disruptions are minimized through proactive support and quick issue resolution.

Systems & Development Performance

- **Development Task Completion Rate**
  Measures the ability to complete assigned development tasks within agreed timelines and quality standards.

- **Bug Resolution Efficiency**
  Tracks how quickly and effectively system bugs and errors are identified, fixed, and verified.
- **System Deployment Support Success Rate**
  Measures successful participation in system releases, upgrades, and feature rollouts without causing operational disruptions.
- **Code Quality & Documentation Compliance**
  Evaluates adherence to coding standards, proper documentation, and maintainability of developed or supported system components.

Infrastructure & Network Performance

- **Network Availability & Stability Support**
  Measures contribution to maintaining reliable network connectivity across the organization.
- **Backup Monitoring & Data Protection Compliance**
  Evaluates consistency in monitoring backup processes and ensuring data protection procedures are followed.
- **CCTV & Surveillance System Availability**
  Measures contribution to ensuring surveillance systems remain operational and issues are reported and resolved promptly.

Security & Compliance Performance

- **Adherence to IT Security Policies**
  Measures compliance with IT security procedures, access control policies, and safe system configuration practices.
- **Security Incident Reporting & Support**
  Evaluates responsiveness in identifying and reporting potential security risks or incidents.

Professional & Team Contribution

- **Team Collaboration & Project Support**
  Measures effectiveness in supporting team projects, sharing knowledge, and contributing to team objectives.

- **Documentation & Knowledge Sharing Contribution**
   Evaluates contribution to maintaining accurate technical documentation and supporting knowledge bases.
- **Continuous Skills Development**
   Measures participation in training, certifications, and self-learning initiatives that improve technical capability.

Sign-Off & Approval Section

This section is used to formally acknowledge review, acceptance, and approval of the job description by the relevant parties.

Employee Acknowledgement

I confirm that I have read, understood, and accepted the responsibilities and expectations outlined in this job description. I understand that my role may evolve in line with organizational needs and technology changes.

Employee Name: Mapalo Chibwe

Signature: _____

Date: _____

Supervisor / Head of Department Approval

I confirm that this job description accurately reflects the responsibilities and expectations of the role.

Name: Ernest Lubinda

Position: Head of IT & Systems Development

Signature: _____

Date: _____

Human Resources Approval

I confirm that this job description is aligned with organizational HR standards and policies.

Name: Lombe Chileshe

Position: _____

Signature: _____

Date: _____