# 

**Job Description**

Invest in Africa is a is a cross-sector partnership of companies working together to build the capacity and the capability of local suppliers/SMEs by creating better access to skills, markets and finance.

# **Job Title:** Application Support Specialist Firm (Contract)

# **Duration:** 3 Years

# **Location**: Accra, Ghana

# **Reporting to:** ICT Lead

# Description

The interested applicant must have a working knowledge of database management systems, different operating systems and different programming languages. Will be responsible for daily operation, support and maintenance of Invest in Africa’s APP platform and other IT applications.

## Core Responsibilities

**Problem Solving and Troubleshooting**

The Application Support Specialist will be the first line of defense in finding the root cause of an application malfunction. Sometimes they find an issue too severe for them to address. Their duty in this scenario is to escalate the issue to the ICT Lead, who will then formulate a plan to address the issue and dictate said plan to the team.

**Onboarding New Users**

The Application Support Specialist will be responsible for ensuring new users of the Invest in Africa’s APP platform have a smooth onboarding process. These users could be internal users of Invest in Africa, or they can be clients/partners.

**Identify Potential System Issues**

The Application Support Specialist must have the foresight to anticipate and address potential application issues before they become issues. This takes good organizational skills and a keen attention to detail.

**Working with Cross-Functional Teams**

The Application Support Specialist will work with the African Partner Pool team daily to contribute to Invest in Africa’s overall IT needs and strategy.

**Helpdesk Support**

The Application Support Specialist will be responsible for manning the IT service desk at all time and ensure application related tickets are resolved in time within strictly agreed SLA.

**Identifying and Evaluate Technology Solutions**

The Application Support Specialist will be responsible for using technology to improve business performance and strategy. This duty involves using one’s complex problem-solving skills to brainstorm software solutions, and then work together in a small team to craft a pitch to present the idea to the company’s decision makers.

## Skills Requirements

* Working knowledge of Office 365
* Working knowledge of SQL/MySQL Databases & basic network configuration
* Working Knowledge of IT Hardware and Software
* Ability to learn and master IIA’s flagship APP platform
* Complex problem solving
* Excellent written and verbal communication skills
* Ability to diagnose & address application issues
* Ensures that SLA with end-users is held
* Suggest changes in application based on specific user needs
* Supports end-users in functionality of APP and other applications
* Provide consultation and informal trainings to end-users
* Understands monitoring concept, knows monitoring tools used for application and can define and interpret complex application alerts
* Can create complex monitoring scripts for application monitoring
* Can manage complex operation task handover towards first line support
* Escalates incidents and tracks resolution status
* Understands application support requirements towards development and makes sure that they are acceptance tested
* Makes sure that regression test for new developments takes place
* Can suggest and applies changes in application on demand: e.g. reference data, operational parameters, bulk modification
* Regularly checks performance of APP and supported applications and areas if it keeps SLA
* Escalate any performance issue towards development, Capacity Management group
* Working knowledge of PHP/JavaScript/HTML technologies. Knowledge of PHP Symfony framework will be an added advantage
* Knowledge of procurement platforms such as Source Dogg will be an added advantage
* Knowledge of CRM platforms such as Sales Force will be an added advantage
* Knowledge of data analytics tools such as Power BI will be an added advantage

To qualify to be invited, evidences of the following are mandatory

* Supplier shall be a Ghanaian registered company
* Supplier shall have a valid VAT certificate
* Supplier must be an APP member in good standing
* Demonstrated capability of successfully providing similar ICT support

Interested firms should send their duly completed submissions via email to [tina.boadi@investinafrica.com](mailto:tina.boadi@investinafrica.com) on or 5:00pm **16th August 2019**

**Late submissions will not be accepted**