**Careers.sl website**

IT Specialist

Fields of study:

[Computer Science](https://careers.sl/fields-study/computer-science)

Employment type:

[Contractual](https://careers.sl/employment-type/contractual)

[Full time](https://careers.sl/taxonomy/term/110)

Years of experience:

[3 - 5 years](https://careers.sl/taxonomy/term/2)

Required Qualification:

[Bachelor’s degree](https://careers.sl/degree-level/bachelor%E2%80%99s-degree)

Required languages:

[English](https://careers.sl/taxonomy/term/137)

Required general skills:

[Evidence of good interpersonal and communication skill](https://careers.sl/general-skills/evidence-good-interpersonal-and-communication-skill)

Region:

[Freetown](https://careers.sl/geography/freetown)

Organization:

[Africataxis](https://careers.sl/organization/africataxis)

Posted on:

Mon, 01/02/2021 - 13:07

Will be unpublished on:

Mon, 08/02/2021 - 17:00

**Job Description**

**Position Title:** IT specialist

**Location:** Freetown, Sierra Leone

**Organization:** Africtaxis Ltd

**Duration:** 1 (year), extendable

**Start Date:** January 1, 2021

**Background**

Nearly one third of the SME in Sierra Leone face transport challenges that effect their growth and competitiveness.  According logistic performance data, Sierra Leone is ranked at 156 out of 160 in the world. Yet, transport sector is the second largest job creation. In the last decade or so, the population in the urban area has almost doubled and putting on more pressure on the scarce resource such as transport, water, sanitation, solid waste and electricity. The current public transport system in Sierra Leone faces multiple challenges including safety and security, cost and reliability.  In some parts of the world, the personal transportation industry has undergone dramatic changes in recent years thanks to the introduction of application- based taxi and car service hailing systems.

Africa Taxis is a start-up ride hailing for personal and industrial (freight booking) transportation service. Our vision is to become the number one Taxi app driver company in Sierra Leone with active presence in key cities all around the country. The company is planning to provide convenient and safe services in our cities and towns in Sierra Leone and to become the standard for an ideal taxi e-hailing business not only in Sierra Leone but also throughout West Africa.

At Africataxis, we rely on our IT systems to power the solutions that help our customers mobility, safety, transparency and cost efficient. We are seeking an experienced IT specialist who can join us on this journey, using his or her technical skills to make us more efficient. In this role, you will analyse our current systems and assets, recommend and implement solutions and upgrades, and provide training. Our ideal candidate has extensive knowledge of network maintenance, experience managing staff, and good industry knowledge to keep us on the cutting edge. From day one, you will have an immediate impact on the day-to-day efficiency of our IT operations, and an ongoing impact on our overall growth.

**Objectives of this Role**

* Maintain essential IT operations, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, and hardware
* Own projects, solutions, and key responsibilities within a larger business initiative
* Handle business-critical IT tasks and systems administration
* Research and evaluate emerging technologies, hardware, and software
* Track and maintain hardware and software inventory

**Duties and responsibilities**

* Handle customer support calls/requests on-demand taxi services in a timely and accurate manner.
* Escalate complex support requests to relevant IT staffs for resolutions.
* Understand support problems, analyse problem data and determine appropriate solutions.
* Maintain problem documentations and their resolution procedures for reference procedures.
* Plan and complete daily assigned tasks within deadlines.
* Maintain confidentiality and security of company documents and customers.
* Report system downtime and performance issues to Manager.
* Ensure to follow standard operating procedures and meet service level agreements.
* Install, configure and maintain software and hardware systems.
* Assist in development and enhancement of IT systems.
* Assess potential risks and technical challenges and prepare appropriate mitigation plans.
* Conduct IT related trainings to new hires, users and technical teams as needed.
* Analyse system issues and provide resolutions.
* Continuously analyze current process, technologies, and vendors to identify areas of improvement
* Recommend process improvements to ensure system reliability, scalability, security, integrity and performance.
* Work in compliance with company safety and quality standards.
* Develop and execute disaster procedures, and maintain data backups

**Skills and Qualifications**

* Bachelor’s degree in technology or computer science
* 5+ years experience in IT management
* Experience with or knowledge of programming languages and operating systems (MS Exchange, Active Directory, and other Windows-based systems), current equipment and technologies, enterprise backup and recovery procedures, and system performance monitoring
* Expertise with implementing, configuring, and testing solutions

**Preferred Qualifications**

* Proven leadership skills
* Strong creative and analytical thinking
* Professional certifications

How to apply

The interested candidate can send their detailed CV to [manjiakobba66@gmail.com](mailto:manjiakobba66@gmail.com) / CC: [salebanos@gmail.com](https://server.idtlabs.xyz:2096/cpsess2562362159/horde/imp/dynamic.php?page=mailbox&login=1&post_login=50816940590182)