###### job description

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| **Job Title** | **ICT Officer** |
| **Position**  **Summary** | Reporting to the Chief Executive Officer, ICT Officer responsible for managing or contributing to various IT projects. |
| **Position**  **Requirements** | * Degree in any computer related course will be desired. * Excellent computer and communication skills * Ability to work in a high-pressure environment with all types of people and establish good teamwork ability |
| **Reports to:** | Chief Executive Officer |
| **Supervises:** | None |
| **Essential Duties** | **Equipment**   * Configure and deploy new and refurbished workstations, laptops and peripheral equipment. * Install, troubleshoot, repair, update and maintain workstations and laptops. * Install, maintain, and troubleshoot printers/copiers as well as manage toner requests. * Setup and support audio/visual equipment for presentations and trainings on and off site. * Install and configure peripherals including scanners, external drives, monitors and other peripheral   **Hardware**   * Removal/disposal of non-functional equipment   **Software**   * Provide software and system troubleshooting and support. * Install, maintain, troubleshoot, and update operating systems and user applications. * Proactively schedule software upgrades and patching. * Assure that all software on Umoja Magharibi equipment is licensed and keep record of licenses. * Track license and support contracts to include notification of renewal timeframe to management.   **Network**   * Monitor network to ensure network functionality and availability to all system users. * Install, maintain, troubleshoot, and repair cabled, wireless and other network infrastructure. * Support existing/new server/s and administer access rights for all users in the office.   **Security**   * Maintain local and server based anti-virus software. * Inform and train users and management in how to adhere local security ICT policies. * In case of virus infection clean out affected equipment.   **Users**   * Ensure computer is set up prior to new hire start date and any related moves. * Handle the relocation of computer equipment as a result of office or personnel changes. * Request and setup new user accounts and email accounts. * Troubleshoot, and repair user accounts and email accounts, assist in resetting passwords.   **Systems Planning**   * Participation in research and recommendation of improved infrastructure processes and technologies to include growth planning. * Provide procurement assistance including, but not limited to, researching solutions, engaging with potential vendors, making recommendations for product purchases and evaluating bids. * Test new equipment and applications and provide thorough feedback.   **Management of Vendor Services**   * Work directly with vendors to schedule repairs and maintenance. * Request and evaluate services with vendors and service providers. * Work with ISP and other outside vendors to ensure dependable operations. * Work with vendors and vendor supplied systems to track service requests through to completion.   **Training**   * Train new and current employees on computer software and ICT systems. * Create materiel and presentations for trainings and reports. * Assess user capacity and suggest trainings and areas in need of improvement.   **Routine Administrative Tasks**   * Create and maintain inventory, which may include hardware, software and various items such as laser printer cartridges and peripheral equipment. * Maintaining documentation of processes, procedures, and troubleshooting guides. * Monitor and report ICT expenses. * Assist with preparation of operating budgets based on estimated and actual expenditures for ICT systems and support needs. * Keep ICT equipment, storage area and work area clean and organized. |

**Sign off:**

I have received a copy of the Job Description and have read, understood and accept its contents herein.

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Sign:\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Line Manager Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Sign: \_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_