



#### **Youth Enterprise Revolving Fund**

Lilunga House, 4th Floor, Somhlolo Road

P.O Box 6557, Mbabane, Eswatini

☎ (268) 2404 1433 / 8369 / 6802

☎ (268) 7606 4002 / 7906 4002

✉ info@yef.co.sz 🌐 www.yef.co.sz

## **POSITION: IT OFFICER**

### **Job Overview**

The IT Officer will be responsible for maintaining consistent and reliable information technology systems and infrastructure at YERF. This includes ensuring data and system security, supporting users, overseeing procurement and maintenance of IT assets, ensuring compliance with data protection regulations, and contributing to digital transformation strategies that align with the organization's goals.

### **Key Performance Areas**

- Oversee the planning, installation, and maintenance of all network systems, ensuring high performance, security, and up-to-date software, systems and infrastructure.
- Implement robust cybersecurity measures, conduct regular risk assessments, ensure compliance with data protection laws, and train staff on information technology best practices.
- Provide technical support to users and manage helpdesk operations.
- Administer servers and cloud services (including Office 365 and backups) and maintain IT documentation.
- Maintain and secure the organization's website and web applications, ensuring reliability and supporting content teams.
- Analyze and document business processes, support digital transformation initiatives, and participate in the rollout of new IT systems.
- Manage IT assets, oversee hardware/software procurement, maintenance and upgrades.
- Develop and implement IT policies, standard operating procedures (SOPs), and user guidelines.
- Conduct risk assessments in collaboration with department heads.
- Support business continuity planning (BCP) and disaster recovery (DR) strategy.
- Contribute to IT strategy and provide training and technical guidance to staff.
- Prepare monthly and quarterly reports for management review. and perform other related duties as needed.
- Perform any other duties that may be assigned.

## **Required Qualifications and Experience**

- Minimum: Diploma in Computer Science, Information Technology, or related field.
- Preferred: Bachelor's degree or Postgraduate qualification in IT.
- Certifications: CompTIA A+, N+, Security+, or equivalent is advantageous.
- At least 3 years of experience in IT support, system administration, or network management.
- Experience in microfinance systems, loans management platforms, or financial sector systems is an added advantage.
- Valid driver's license with a clean driving record (3 years or more) is an advantage

## **Competencies and Skills**

- IT support and troubleshooting (hardware/software), network configuration and administration.
- Cybersecurity awareness and response.
- Ability to handle private, sensitive, confidential information appropriately.
- Good communication and interpersonal skills.
- Analytical thinking and problem-solving skills.
- Knowledge of ITIL, ISO27001, or COBIT5 (advantageous).
- Team player and be able to work under pressure.
- Must be able to work under minimum supervision.

***Written applications along with a comprehensive curriculum vitae, three traceable references, and certified copies of academic qualifications should be emailed to [recruitment@yef.co.sz](mailto:recruitment@yef.co.sz). Please state the position you are applying for in the email subject line. Closing date: 03<sup>rd</sup> June 2025.***

***Only shortlisted candidates will be contacted. Should you not receive communication within two weeks after the closing date, consider your application unsuccessful.***