Job Title:	ICT Officer
Grade:	
Department:	Information AND Communication Technology
Reports to:	Information AND Communication Technology Manager
Direct reports:	None

Job Purpose

This role is responsible for developing, managing and supporting systems and service delivery operations to deliver high quality, innovative, cost effective solutions and platform in support of the corporate business.

Key Responsibilities / Duties / Tasks

Provide Technical support in the acquisition of ICT equipment
- Prepare and Provide Specifications for different ICT equipment during procurement
- Provide Technical Evaluation of Bid documents based on specifications provided
- Provide Acceptance test and Inspection of equipment acquired based on the specification
- Provide advice to users and procurement on the technical specifications as required

Managing user support
- Provide first point of ICT Support contact for all Amref staff
- Logging all incidents, service requests and issues for resolution and escalation either to the ICT manager, other ICT team or product/service supplier
- Analyzing call logs to spot trends and underlying issues.
- Provide users supports; through a series of actions, either face to face; email or over the telephone to help set up systems or resolve issues.
- Manage Helpdesk tickets, planning and prioritizing systematically to minimize backlog and ensure issues are appropriately escalated and resolved.

Manage New equipment setup and configuration
- Test and configure all new equipment, particularly laptops/notebooks, desktops, printers, scanners and other equipment, to ensure compatibility with Amref requirements and standards;
- Participate in the definition, designing, testing and implementation of new Information and Communication Technology (ICT) hardware and software standards for Amref based on user requirements and in accordance with the strategy and direction.

Manage maintenance of ICT equipment

- Provide equipment preventive maintenance and carry out a regular evaluation of current hardware/software to provide a timely replacement schedule or upgrade.
- Patch application and OS with current security updates and hot fixes. Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary;
- Diagnosing and solving hardware/software faults
- Troubleshoot technical issues to resolution and/or escalate to relevant team or supplier in a timely manner

Manage Field offices ICT service needs
- Provide technical assistance to project teams and undertake technical project roles when required; supporting the roll-out of new applications and solutions
- Undertake regular ICT support visits to Field/Regional offices for on-site as well as remote support.

Manage the configuration and operation of client computer operating systems
- Installing and configuring computer systems Installing and configuring computer hardware operating systems and applications

Facilitate and provide ICT training

- Facilitate and provide ICT training to all Amref staff for effective utilization of Amref systems and new products.

Other tasks
- Maintain software and hardware inventory
- Work with the other ICT team to ensure that ICT security is ensured in the best interests of Amref ICT security information protocol and in compliance with USAID/Amref Health Africa policies.
- Assist with ongoing development of related organization policies and procedures, including appropriate controls around organizational change management

Academic and Professional Qualifications

- Bachelor's degree in Computer Science, ICT or related field;
- Relevant professional Certifications (CCNP, ITIL, VMware, CompTIA)

Experience

- Minimum of five (5) years' relevant experience
- Excellent understanding of ITIL based service provision, ICT project management skill
- NGO experience is an added value

Skills / Competencies:

- Ability to sell the vision and innovative
- Interpersonal and communication skills
- Demonstrate high levels of integrity.
- Critical thinking and problem-solving skills
- Capable of Multitasking and ability to work in a stressful environment
- Understand urgency and ability to prioritize tasks to fulfil the program support need
- Numerical and analytical skills
- Fluency in written and spoken English language