

## 1. INFORMATION TECHNOLOGY SPECIALIST

Reports to the Executive Director

### **Responsibilities**

#### ICT planning and policy development

- Develop policy and procedures to the efficient working of the ICT systems
- Ensure implementation of ICT strategies and introduction to new technologies.
- Lead systems design and development to enhance efficiency and effectiveness of the ICT infrastructure.

#### Network Systems Administration

- Perform activities necessary to the system sustainability.
- Back up the system daily.
- Maintain equipment to prevent downtime and expensive repairs.
- Implement security arrangements (e.g., user ID, passwords).
- Monitor and ensure proper licensing for software/ hardware.
- Adapt equipment to serve user needs.
- Diagnose software/hardware problems and provide solutions
- Monitor network performance to determine any improvements needed.
- Ensure effective function of server.

#### Website Administration

- Develop and implement concepts, policies, and standards for website operation.
- Maintain and update website so that it communicates essential information.
- Work with content providers to ensure timeliness, accuracy, and quality of information on website.
- Establish and maintain website directory and related files, and troubleshoot systems for problems.

#### Database Administration and Helpdesk

- Develop and implement programs to archiving and data storage.
- Plan data flows and refine design to meet storage needs.
- Write database documentation.
- Control access and permission privileges.
- Provide advice and solutions to the employees with IT software and hardware problems
- Employ basic IT skills (e.g., electronic filing, scanning documents to PDF, and converting documents from Word to PDF, reducing file sizes).

- Provide end user support on hardware and software, including day to day access by users to the network and the network resources, ensuring proper functioning and troubleshooting.
- Train relevant staff in the use of database and front end applications, and Organization operational procedures and manuals.
- Ensure stock of computer supplies is available.
- Support Organization's staff to prepare power point presentation and formatting the documents.

### Technical Skills

- Systems development
- Hubs, router and switches
- Network skills (DHCP, WINS and DNS)
- Website design – preferred
- Hardware and accessories
- Data backup
- Antivirus measures

### ***Desired Skills and Abilities***

- Good knowledge in computer equipment operations management; current hardware and software technologies, acquisition policies and the procedures relative to computer hardware and software; and an expert knowledge of systems analysis & design techniques; and relevant computer languages.
- Good technical skills to trouble-shoot, diagnose, and resolve hardware and software problems and to maximize the capabilities of the Foundation's computer resources.
- Good interpersonal skills to develop and to maintain two-way communications and promote computer & automation services.
- Good understanding of the priorities of an organization's internal communication needs to ensure that the computer and the automation organization is responsive to those needs.
- High Level of integrity.
- Level IV in English and the ability is an added advantage.

### ***Education and Experience***

- Undergraduate degree in Information Systems, Information Technology, Computer Science or related field.
- At least 5 years work experience in the Information Technology field in the well-recognized institution.
- Ability to communicate well with staff and Board members who are not IT professionals