



JOB TITLE: INFORMATION AND COMMUNICATION TECHNOLOGY OFFICER (ICT)

DUTY STATION: KAMPALA

Enabel, the Belgian Development Agency, together with different Government Ministries, are implementing the bilateral Co-operation between Uganda & Belgium.

Purpose:

Enabel in Uganda is seeking the services of a credible, experience and qualified ICT candidate to maintain and ensure security of ICT Infrastructure (hardware and software) systems and provide user support to all staff at the Enabel Representation Office and the projects.

Major Roles and Responsibilities:

- Maintain the Enabel ICT system and infrastructure including Networks, File servers, Email servers and Internet;
- Provider user support on system usage, problem solving and general updates of the ICT system;
- Work with the service provider to ensure regular servicing and maintenance of all Enabel Back-ups, Laptops, Up's as per an ICT asset count;
- Install new software, updates and anti-viruses on all computers and awareness of all dates for Installations; Carryout regular data/applications back-up and contingency recovery;
- Design, configure and maintain Enabel ICT networks;
- Handle all Enabel data with high confidentiality and integrity and ensure that all Enabel data is protected from external persons;
- Be present to sort out ICT related problems and where possible recommend professionals to help in areas where stuck;
- Issue advice to Enabel Management on ICT issues;
- Trouble shoot and provide solutions to all ICT needs from time to time, be a first support to staff in handling ICT issues;
- Check cables in case of any power problems related to ICT equipment and

advise accordingly;

- Follow-up the Enabel ICT Audit points of Action;
- Support the roll out of the ERP system (UBW, GoFast, G04HR etc)-On-line systems;
- Support upon request in providing specifications for the purchase of ICT equipment (assessment of needs, drafting technical specifications, and advice during the evaluation of quotations);
- Follow-up contractors in charge of servicing, maintenance and networking of ICT equipment and Internet service providers;
- Participate in training staff in Computer essentials and provide support where necessary;
- Develop an Inventory of all ICT equipment for offices handled and keeping an updated register;
- Develop an ICT strategy or Enabel and work with the ICT department at HQ before its approval;
- Advise Management on disposal of outdated ICT equipment in line with the ICT guideline and procedures;

Education and Experience:

- University degree in Information technology or computer science
- Additional certifications in the area of ICT are an asset
- At least 5 years' proven experience in IT support of a mid-size organisation
- Advanced knowledge of windows operating system, Microsoft package, Microsoft, anti-virus software, database management...
- knowledge of digital communication platforms such as websites, online collaboration tools, social media...
- Experience in server management, network management and data sharing solutions for offices;
- Ability to write and identify technical specifications for ICT equipment;
- Good knowledge of software and

database applications and ability to work with new innovative tools;

- Advanced knowledge of windows operating systems, Microsoft packages, antiviruses, softwares and database management;
- Knowledge of digital communication platforms such as websites, on-line collaboration tools, social media etc;

Person Specifications:

- Open minded and flexible person
- Good communication skills
- Hands-on attitude
- Responsible and trustworthy person
- Ability to multi-task with different offices.

Salary Package

Enabel will offer a Gross salary package of between **UGX, 4,000,000** and **UGX 4,500,000**, Medical Insurance and a 13th Month package paid in December. Salary is in accordance to professional years of experience.

For Hard copy applications:

Interested applicants should submit their hard copy applications including a cover letter, curriculum vitae (CV) of 4 pages maximum and copies of relevant academic documents with names of at least 3 professional referees; their emails and telephone contacts to:

**The Human Resource Officer;
Enabel in Uganda
Plot 1B Lower Kololo Terrace
P.O.Box 40131, Kampala.**

Send in your application not later than **Friday 13th July, 2018 at 5pm.**

All qualifying persons, including **female candidates** and **people with disabilities**, are encouraged to apply.

Only shortlisted applicants will be contacted and invited for a written test.