P.o. Box 7047
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www.akazikanoze.org

TITLE: IT Officer

REPORTS TO: Project Manager

LOCATION: Kirehe

POST TYPE & CONTRACT LENGTH: Full time & Fixed contract (6Months)

About AKA:

AKA is a registered National Non-Government Organization (NGO) operating under the Rwanda Governance Board (RGB) certificate No 66/RGB/NGO/2016. AKA's mission is providing Rwandan youth with employability skills, capital and support to take advantage of economic opportunities. Currently, AKA is implementing multiple donor's projects.

Akazi Kanoze Access (AKA) in close cooperation with Kirehe District and GIZ will strengthen the capacities of the Youth Empowerment Centre for Global Opportunity (YEGO) in Kirehe to promote employment of refugees and host community members through job-coaching and job-matching measures. The target group are the centre manager staff and TVET graduates (between 16 – 30 years old) from the refugee camps and the host communities. Among activities to be implemented include but not limited to the following;

Establishing Online Portal

AKA will create by establishing an online youth employment portal coupled with an accessible database at the Kirehe YEGO center where data of identified employers will be uploaded for job seekers' use. The portal will be a platform for learning, job search, applications and updating the data base regularly, it will be managed, by the IT Officer who will play keys roles of training, coaching, and ensuring the portal is running effectively. In the long-run, the portal should be integrated into the national job portal kora.rw.

To run and maintain the database

During the project implementation, the IT officer as data manager expert will test, run, maintain, continue to liaise the consultant developer of the portal to solve issues and make sure the portal is user-friendly, provide regular coaching to Yego center manager to master the Portal as well how to support users.

Capacitate youth employment portal operators(users)

To be able to run the database, AKA will build the capacity of database operators. The operators are YEGO center manager, the District Youth initiative Coordinator, Youth Volunteer Coaches users from sectors of the Kirehe district. The capacity-building session will be facilitated by IT officer and happen at the Yego center. The purpose of capacity building is for users to regular updates on filled

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positions, and new job openings and support youth to access information on the portal as well as being able to track jobseekers' applications. The follow-up of applications will be coordinated by YEGO center and project manager.

To fulfill its mission and Based on the activities mentioned above, AKA is soliciting a good, expert and competent ICT personnel to join the team, he/she must possess the following responsibilities and qualification:

Essential functions include [but are not limited to]:

RESPONSIBILITIES

- Provide principal support to onsite and remote end users; providing timely and quality responses to enquiries, issues and requests, ensuring a proper resolution and/or escalation.

- Be the principal liaison for: general computer support; software installations; license management; networks; printers; audio/video conferencing and mobile phone support; deployment of equipment; management of inventories.

- Propose improvements to the Organization's ICT systems and work with relevant staff to integrate requirements.

- Support and assist other staff to provide cross functional support to other roles during absence and times of peak demand.

- Support and contribute to ICT-related tasks or projects through the implementation of appropriate technologies and solutions.

- Liaise with service providers, vendors and suppliers to provide quotations, products and services; monitor service level agreement with service providers ensuring the Organization receives value and all deliverables and warranties are met.

- Stay current and up-to-date with latest IS/IT systems, industry developments and threats.

- Creation of new users, end user training and development/updating of documentation.

- Participate in periodic security vulnerability assessments

- Co-Administer company systems including but not limited to:
  - Servers and failover cluster
  - Regular local and remote backups
  - Active Directory and Domain Services
  - Firewalls and security devices
  - Network Architecture
  - IP Phones and PBX
  - Disaster recovery and business continuity systems

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- o Actively monitor Cyber Security Defenses, local or cloud security applications and perform maintains and updates as required including reporting of exceptions and attacks to the network perimeter.
- Perform preventative and curative maintenance duties on items of ICT hardware, including cleaning of equipment.
- Monitor and keep a log of all breakdowns and alterations to the network.
- Participate in other duties and projects under the direction of the project Manager.

MINIMUM QUALIFICATIONS AND EXPERIENCE

- Bachelor's Degree in Information, Communication and Technology, Computer science, Electronics, software engineering, coding engineering with a minimum of 3-5 years proven experience as an ICT Officer or any relevant certification with a minimum of 5 years proven experience.
- Understanding of software and hardware technologies along with an understanding of networking technologies.
- Experience with Microsoft Office suite, Windows and desktop operating systems.
- Understanding of basic network and cyber-security concepts and best practices.
- Intermediate understanding of network architecture concepts (Routing, VLANS, DHCP/DNS, Common protocols).
- Familiarity with administering cloud-based services.
- Ability to conduct training on new technologies to non-technical staff.

SKILLS / PERSONAL ATTRIBUTES:

- Takes initiative.
- Good planning, time management, analytical, critical thinking, detail oriented, problem solving and organizational skills.
- Strong safety awareness.
- Exceptional verbal communication skills.
- Excellent interpersonal skills and ability to effectively communicate with a variety of interdisciplinary teams and non-technical users.
- Honest, trustworthy and a high work ethic.
- Outstanding diagnostic, problem-solving and analytical skills
- Multitasking skills and ability to meet deadlines
- Ability to work independently as well as in a team

How to apply: <u>Only soft copies are accepted</u>. Those interested, please send your application cover letter + CV with 3 references only not later than 8th March, 2023 at <u>recruitment@akazikanoze.org</u> with a copy

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to jnyirahabimana@akazikanoze.org and specify in subject line: Application to IT officer Position@ AKA. Only short-listed candidates will be contacted.

Anthony Businge
Executive Director
Akazi Kanoze Access