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| 1. IDENTIFICATION | |
| JOB TITLE | Information and Communication Technology Intern |
| DIRECTORATE/UNIT | Information and Communication Technology Department |
| PHYSICAL LOCATION | Amref Health Africa, Corporate and Kenya, Nairobi |
| PERIOD | 3 months |

2. JOB OBJECTIVE

To provide service desk support.

3. REPORTING RELATIONSHIP

The Information and Communication Technology Assistant.

4. RESPONSIBILITY

- Provide helpdesk assistance to all staff on standard software.
- Assist in hardware and software installations, configurations, support and maintenance
- Provide Network support
- Follow up on ICT equipment maintenance and repairs
- Provide Field Office Site & Meetings ICT support
- Assist in data collection and entry

5. QUALIFICATIONS

- A Diploma or University degree in Computer Science or related studies;
- Experience with using Windows based applications;

6. COMPETENCES

- Strong interpersonal skills;
- Good customer care
- Willingness to Learn
- Good communication skills, both oral and written
- Attentive to details;
- Team Player
- Initiative and creativity
- Hard working and results oriented;
- Strong communication skills