1. **IDENTIFICATION**

<table>
<thead>
<tr>
<th>JOB TITLE</th>
<th>Information and Communication Technology Intern</th>
</tr>
</thead>
<tbody>
<tr>
<td>DIRECTORATE/UNIT</td>
<td>Information and Communication Technology Department</td>
</tr>
<tr>
<td>PHYSICAL LOCATION</td>
<td>Amref Health Africa, Corporate and Kenya, Nairobi</td>
</tr>
<tr>
<td>PERIOD</td>
<td>3 months</td>
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</tbody>
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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 ICT support to field staff, meetings and events
- Assist in data collection and entry

5. **QUALIFICATIONS**

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

6. **COMPETENCES**

- Strong interpersonal skills,
- Good communication skills, both oral and written,
- Willingness to learn,
- Attentive to detail,
- Team Player,
- Show initiative and creativity,
- Hard working and results oriented,