JOB DESCRIPTION

1.   **IDENTIFICATION**

1.1	Job title	Information Technology (IT) Officer
	Job grade	C
	Reporting to	Chief Finance & Administration Officer
1.2	**Unit**	Finance & Administration
1.3	**Physical Location**	AMREF Flying Doctors, Wilson Airport

2.   **MAIN PURPOSE OF THE JOB**

To initiate and maintain dynamic information systems that caters for AMREF Flying Doctor's information technology needs and ensure use of appropriate information technology in line with the AMREF Flying Doctors ICT strategy.

3.   **REPORTING RELATIONSHIPS (SUPERVISOR AND REPORTEES)**
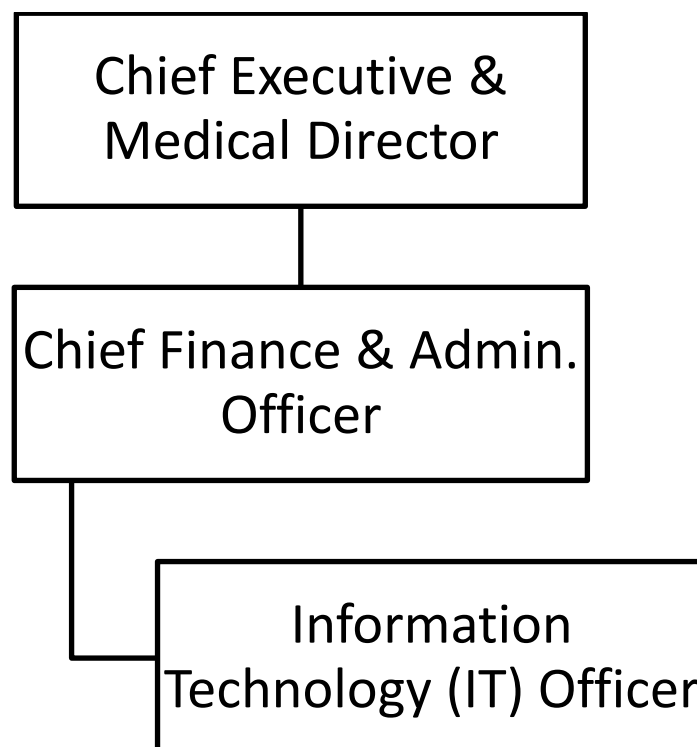
4.   SCOPE OF JOB

4.1 Other resources under your responsibility

- Computer software and hardware licenses;
- All Servers applications and Operating systems;
- Central UPS;
- CISCO routers and firewall;
- Network switchers and cabinets;
- Backup tapes and hard disks;
- Corporate databases;
- Storage management and DR offsite support; and
- Virtual machines/servers

5.   PRINCIPAL RESPONSIBILITIES

KEY RESPONSIBILITIES	MAIN TASKS
Network Administration Services	• Regular evaluation of current computer hardware/software in order to provide a timely replacement schedule or upgrade; • Testing new programs before user installation and implantation; and • Setting up and maintaining all internet and Microsoft Exchange E-mail accounts and server configurations.
Technical Support and Capacity Building	• Receiving (telephone, e-mail, delegation, monitoring tools, visit) and diagnosing issues from all staff for appropriate solutions; • Providing relevant information about the system to enable resource access; • Guiding users systematically to trouble shoot systems and offering immediate and alternative solution to issues; • Empowering users by sending system tips and guidance instruction; • Logging user issue for escalation either to the Network and Infrastructure Manager or product/service supplier; • Facilitating IT training to all AMREF Flying Doctors staff and offices for effective utilization of AMREF Flying Doctors core systems and new products; • Providing technical support and trouble-shooting for installed servers, including implementation of disaster recovery plans and prepare standard procedures for monitoring servers, and ensure that they are fully operational.
System & Information Security	• Providing support in setting up the infrastructure for virtualization and private cloud basics; • Administering E-policy McAfee antivirus and client update and configuration; • Publishing of internal resource for external access like in magic, outlook anywhere & web access and • Patching application with current security updates and hot fixes.

KEY RESPONSIBILITIES	MAIN TASKS
System analysis, development, implementation and maintenance	• Virtual servers design, implementation and maintenance; • Performing infrastructure/software design development to ensure compatibility and operationally with AMREF Flying Doctor's LAN and WAN requirements; • Participating in the definition, designing, testing and implementation of new Information Technology (IT) hardware and software standards for AMREF Flying Doctors based on user requirements and in accordance with the strategy and direction. Resolve any Hardware (PCs, Routers, switches, Servers & UCS Configuration related problems; and • Testing and configuring all new equipment, particularly notebooks, desktops and servers to ensure compatibility with AMREF Flying Doctors requirements and standards.
Inventory management & Maintenance	• Maintaining software and hardware inventory; • Ensuring secure custody of equipment within AMREF Flying Doctors; • Supervising equipment preventive maintenance and carry out a regular evaluation of current hardware/software in order to provide a timely replacement schedule or upgrade.
Information Management	• Coordinating the production of technical instruction materials for technical and user support and ensure the documentations are kept up to date.

6. ANY OTHER TASKS

• Advisory on procurement of technical equipment and related tasks.

7. REQUIRED QUALIFICATIONS

7.1 Education and knowledge
- Bachelor's degree in IT or related field;
- Microsoft Certified Systems Engineer;
- Networking certifications e.g. CISCO certifications; and
- Virtual Systems Certifications – Vmware.
- Knowledge and experience in management and configuration of Office 365.

7.2 Experience
- Four (4) years working in a network environment infrastructure;
- Systems Administration and Management;
- LAN and WAN management;
- Hardware and software integration and maintenance;
- ERP configurations and Administrations;
- Excellent technical knowledge of computer applications and systems; and
- Exposure to diverse-multicultural environment.

7.3 Skills
- Influencing;
- Critical and creative thinking ;
- Good logical diagnostic skills and ability to exercise good judgement in the resolution of problems;
- Facilitation;
- Proactive;
- Team work;
- Good Interpersonal skills;

- Communication skills;
- Analytical skills; and
- Flexibility.

7.4 Competences
- Confidentiality;
- Ethical;
- Integrity;
- Reliability; and
- Ability to work within deadlines.
- Ability to withstand pressure

8. MENTAL COMPETENCIES

Problem Analysis

The job requires a professional and analytical approach to systems administration.

Flexible Thinking

The job requires creative problem solving within the framework of set corporate policies and procedures.

8.1 DECISION MAKING

The job requires ability to make significant decisions about work responsibilities and is accountable for them

9. COMMUNICATIONS

9.1 ORAL – Excellent Written And Spoken English

INTERNAL: The job demands a high level of oral communication skills in order to effectively communicate with other departments and staff members

EXTERNAL: The job demands a high level of oral communication skills in order to effectively communicate with external parties including service providers and country offices

9.2 WRITTEN:

INTERNAL: The job demands a high level of written communication skills in order to effectively communicate with other departments and staff members

EXTERNAL: The job demands a high level of written communication skills in order to effectively communicate with external parties including service providers and country offices.

10. ENVIRONMENTAL CONDITIONS

Corporate Policies, Systems, Procedures and Methods
The job demands a thorough understanding of corporate IT policy and standards, systems/product requirements and standard guidelines, professional, legal and technical compliance, audit compliance and procurement procedures.

Work Environment
Normal office environment

10.1 Hours of Work

Normal working hours. Job holder may be required to work outside normal working hours due to the nature of the work in general

If you have the passion for contributing to the leading African-based Aero Medical and Health Assistance service provider and meet the stated requirements; you are welcome to join a dynamic and dedicated team of professionals. Please submit your application and detailed CV to **Vacancies@flydoc.org.**

We encourage interested candidates to submit their applications **by Wednesday, 25th July 2018**
Due to anticipated volume of applications, we regret that only short-listed candidates will be contacted.

AMREF Flying Doctors is an equal opportunity employer and has a non-smoking environment policy.

NOTE: AMREF Flying Doctors does not require applicants to pay any fee at whatever stage of the recruitment and selection process.

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