



| | |
|--------------------------|--|
| 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 interns will report to the Information and Communication Technology Assistants.

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,