1. **IDENTIFICATION**

| JOB TITLE | Information and Communication Technology Intern |
| NUMBER OF POSITIONS | 5 |
| DIRECTORATE/UNIT | Information and Communication Technology Department |
| PHYSICAL LOCATION | Amref Health Africa, Corporate and Kenya, Nairobi |
| PERIOD | 6 months (June 2024 – November 2024) |

2. **JOB OBJECTIVE**

To provide ICT service desk support.

3. **REPORTING RELATIONSHIP**

The Information and Communication Technology Officer

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**

- A Diploma or 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,