

	<b>KICK4LIFE TRUST JOB DESCRIPTION</b>	Last update: January, 2020
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Position	Information Technology Technician
Department	Operations
Line Manager	Operations & Programs Director

**Objective**

To build and maintain updated and efficient computer systems and networks to optimize the role of technology on organisational sustainability. Key responsibilities include to: setup computer equipment and workstations with computers and necessary peripheral devices; schedule maintenance; diagnose and repair computer problems; monitor computer processing systems; install and configure software and teach clients to use programs; and perform tests on computer equipment (mouse, keyboards, etc.) and programs to ensure functionality; order computer parts; and other duties related to broader Organizational support.

**Main Accountabilities**

1. Area 1: Hardware & Software Installation

- 1.1 Setup workstations with computers and necessary peripheral devices (routers, printers etc.)
- 1.2 Install and configure hardware and software components to ensure usability according to specifications
- 1.3 Develop and maintain local networks in ways that optimize performance

2. Area 2: Security, Confidentiality & Safety

- 2.1 Install and upgrade anti-virus software to ensure security at the user level
- 2.2 Ensure security and privacy of networks and computer systems
- 2.3 Upgrade the entire system to enable compatible software on all computers
- 2.4 Conduct daily backup operations to safeguard critical organizational information
- 2.5 Install and configure CCTV surveillance system to maximize safety of personnel and property
- 2.6 Ensure IT electrical hardware complies with electrical safety standards

3. Area 3: Troubleshooting, Testing & Maintenance

- 3.1 Provide IT support to users and be the first point of contact for error reporting
- 3.2 Perform hardware and software troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
- 3.3 Check computer hardware (HDD, mouses, keyboards, etc.) to ensure functionality
- 3.4 Performing tests and evaluations on new software and hardware
- 3.5 Provide orientation and guidance to users on how to operate new software and computer equipment
- 3.6 Respond to user needs in a timely manner and ensuring the optimal running of all systems

4. Area 4: Administration & Procurement

- 4.1 Organize and schedule upgrades and maintenance without deterring others from completing their work
- 4.2 Maintain records/logs of repairs and fixes and maintenance schedule
- 4.3 Conduct administrative and procurement processes related to information technology operations
- 4.4 Identify computer or network equipment shortages and place orders
- 4.5 Ensure adequate service providers are identified & contracted for specialist areas.

5. Area 5: Other Duties

- 5.1 Assist in Tour implementation and promotion, as requested
- 5.2 Assist in operational and programmatic fundraising initiatives
- 5.3 Comply with and uphold all of Kick4Lifes’s Policies and Procedures
- 5.4 Maintain professional conduct at all times
- 5.5 Undertake such other duties as may be reasonably requested

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5.6 Establish good relationships with all departments and colleagues

**Qualifications and Experience:**

Essential:

- Minimum Bachelor Degree in Computer Science or *related field*.
- 3+ years experience in computer networks and systems maintenance
- Strong knowledge of computers and operating systems and basic computer programming
- Familiarity with electronic equipment, Internet applications and security

Desirable:

- Knowledge of Linux
- First Aid Certified

**Work Based Skills and Competencies:**

Essential:

- Ability to effectively liaise with multi-disciplinary teams and a variety of stakeholders to achieve goals
- Ability to multitask between various spheres of the organization and activities
- Demonstrates strong verbal and written communication skills in English and Sesotho
- Possesses talent in negotiation and networking skills
- Possesses experience in collecting and analyzing data
- Possesses strong ethics and is reliable
- Adaptable
- Solutions-oriented
- Independent
- Service-minded

Desirable:

- Demonstrates a growth mind-set
- Ability to think strategically
- Proficiency with Excel

**How to Apply:**

If you meet the requirements and are motivated to work helping others in a multicultural environment, please send a CV and Cover Letter explaining your motivation and fit for the role to [hr@kick4life.org](mailto:hr@kick4life.org)

**Closing Date of applications is 21<sup>th</sup> February 2020 by 5:00 pm**

***If you have not heard from us within two (2) weeks of the closing date, please consider your application to be unsuccessful. Remember, we will only contact applicants who have been shortlisted for interview and will not be able to provide feedback to those who have not been shortlisted, due to the sheer volume of applications.***