



**Job Title:** - Project IT Officer

**Hours:** 40 hours per week

**Duration:** Annual (Renewable )

**Location:** Smart African Development Consortium P. O. Box:800334  
Ntinda Plot 1191, Masembe Road

### **Purpose of the Position**

The IT Officer is responsible for ensuring the efficient and effective operation of the organization's IT infrastructure, systems, and services. This role involves supporting the day-to-day IT needs, troubleshooting technical issues, and implementing IT strategies in alignment with the organization's goals.

### **Key Responsibilities**

- Monitor, maintain, and troubleshoot network infrastructure.
- Ensure the smooth operation of the local area network (LAN), wide area network (WAN), and internet connections.
- Provide technical support to end-users on software and hardware issues.
- Ensure the proper functioning of IT systems, including servers, workstations, and peripheral devices.
- Install, configure, and update software applications and systems.
- Procure and maintain IT hardware and software inventories.
- Ensure regular system backups and disaster recovery procedures.
- Implement and maintain IT security protocols to safeguard systems, data, and networks.

- Monitor and address security vulnerabilities, including viruses, malware, and unauthorized access.
- Provide training and guidance to staff on IT systems, software, and best practices.
- Offer ongoing technical support and resolve user queries effectively.
- Plan and execute system upgrades, patches, and installations.
- Collaborate with other departments to integrate new technologies and IT solutions.
- Maintain accurate records of IT systems, network configurations, and IT incidents.
- Document standard operating procedures and troubleshooting guides.
- Assist in the planning and execution of IT-related projects.
- Ensure timely completion of IT projects and manage project resources effectively.

### **Qualification and Experience**

- A degree or diploma in Information Technology, Computer Science, or a related field.
- Proven experience in IT systems management and network administration.
- Strong knowledge of IT security practices and solutions.
- Proficiency in troubleshooting hardware and software issues.
- Ability to communicate technical information to non-technical users.