



## VACANCY ANNOUNCEMENT FOR INFORMATION COMMUNICATION TECHNOLOGY (ICT) ASSISTANT

Forum for Women in Democracy is a women's nongovernmental organization based in Kampala. FOWODE wishes to add to her team a competent, results-driven, dynamic and self-driven individual and is seeking applications to fill the vacant post below in the organization.

### **Job Title: Information Communication Technology (ICT) Assistant (1 Post)**

#### **Purpose of the Job**

The ICT Assistant is responsible for installation, operation and maintenance of computer systems and other technologies such as communication systems. S/he will train users of the systems to make appropriate and safe usage of the ICT infrastructure.

#### **Roles and Responsibilities**

- Keep computer systems running smoothly and ensure users get the maximum benefit from them.
- Set up new users' accounts and profiles and deal with password issues.
- Install and configure computer hardware operating systems and applications.
- Monitor and maintain computer systems and networks.
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults and replace parts as required.
- Oversee the implementation of the ICT and equipment policy.
- Manage and update the organization's website and social media platforms.
- Track all ICT inventory at Head Office and Field Offices.
- Facilitate the effective sharing of information within and outside the organization through proper management of the Local Area Network (LAN) as well as connectivity to the internet (WAN).
- Ensure proper implementation of the organization's ICT disaster recovery strategy through regular and strategic backup of organisational information.
- Recommend, schedule and perform OC hardware and peripheral equipment improvements, upgrades and repairs.
- Support the roll-out of new applications.
- Test and evaluate new technology.

#### **Qualifications, skills and Experience**

- The applicant must hold a Bachelor's degree in Information Communication Technology, Computer Science, Engineering or a related degree from a reputable university.
- Knowledge of computer networking systems and computer hardware is essential.
- Proven experience as an ICT Technician.

- Good knowledge of Windows Server administration.
- Excellent diagnostic and problem-solving skills.
- Good knowledge of internet security and data privacy principles.
- Knowledgeable on recent versions of Microsoft Office software suite (Microsoft 365 administration).
- Ability to work independently and also as a team.
- Strong Written and oral communication skills.
- At least three (3) years working experience in ICT work in an organization.

Interested and qualified candidates should send their application letter, a detailed curriculum vitae and copies of relevant academic documents to [hr@fowode.org](mailto:hr@fowode.org)

***Applications should be sent no later than Friday, 3<sup>rd</sup> June 2022 at 5.00pm. Please ensure that your attachments do not exceed 5 MB.***

***Please note that only shortlisted candidates will be contacted.***