



<ul style="list-style-type: none"> <li>o Ensure physical security of computer equipment and accessories</li> <li>o Configure &amp; install new hardware and troubleshoot existing hardware</li> <li>o Install, configure and repair network and stand-alone printers and other peripherals</li> </ul>	
<p><b>Ensure effective Inventory of IT and Communication Equipment:</b></p> <ul style="list-style-type: none"> <li>o Maintain updated inventory list of all IT Hardware/Software and Audio visual equipment</li> <li>o Check and process old and obsolete IT equipment for smooth disposal and advice on possible re-use of spare or discarded equipment.</li> <li>o Ensure effective use and proper maintenance of IT and AV equipments</li> <li>o Ensure timely monitoring of IT equipments in used in the field</li> <li>o Maintain warranty of IT equipment purchased by ARC and warranty coverage. Maintain liaison with vendors to ensure proper and timely warranty claims.</li> <li>o Receive bills and invoices for supplied equipments and quality check.</li> <li>o Manage and maintain the movement of incoming and outgoing IT equipments in Helpdesk.</li> <li>o Monitor warranty of equipments and plan timely replacements.</li> <li>o Review and evaluate hardware and make recommendations</li> </ul>	10%
<p><b>Traveling in field for IT support</b></p> <ul style="list-style-type: none"> <li>o Provide help desk support for the users in field.</li> <li>o IT field assessments.</li> <li>o Provide training to the users in field</li> <li>o Assist field office for the procurement of IT equipment</li> </ul>	25%
<p><b>Perform other duties as assigned.</b></p> <ul style="list-style-type: none"> <li>• Any other tasks assigned by IT Manager</li> </ul>	5%

**EDUCATION, TECHNICAL SKILLS & KNOWLEDGE REQUIRED** (List the important technical and professional skills and knowledge required to do the job well. Include years of experience required.)

- BSc. Degree or Diploma in Computer Science/ Information Technology or equivalent combination of education and work experience.
- Minimum 2 years of work experience in the IT Support.
- Network trouble shooting experience;
- Knowledge of Active Directory and Domain Controllers;
- Ability to work in the Domain Environment;
- Proficiency in Computer applications;
- Excellent spoken and written English;
- Able to work in a team environment;
- Strong organizational skills and ability to coach staff in prioritizing workload whilst maintaining a high standard of work;
- Firm belief in teamwork, gender equality, participatory approach and sustainable development.
- Ability to think logically and analytically in problem solving environments.

**KEY BEHAVIORS & ABILITIES** (List the key behaviors and abilities that relate to success on the job that are critical to achieving the position's mission and goals.)