

## JOB DESCRIPTION

**Job Title:** ICT (Information and Communications Technology) Intern

**Reports to:** Accounting & Grants Management Officer

**Supervision of:** Self

**Interacts with:** Entire Staff

**Location:** Arusha, Tanzania

### **Job Purpose**

Under the supervision of the Head of ICT or Designated Technical Staff, the ICT Intern shall assist ICT staff to perform basic ICT support work. He/She shall be able to troubleshoot and resolve technical issues, assist with the implementation of new technologies, and provide training and support to staff onsite as well as online using available systems. The ICT Intern will gain work experience that gives her/him a distinctive edge that is required to gain success in her/his career path.

### **Duties and Responsibilities:**

- 1) Helps to ensure that ICT equipment is in good working condition and assists with maintenance and minor repairs;
- 2) Helps in defining the ICT implementation budgets of the organization and projects;
- 3) Assists in the installation of programs, in-house software, and related upgrades;
- 4) Respond to end-user (i.e., organization staff, partners, and intended communities/beneficiaries as appropriate) needs regarding network access;
- 5) Provide technical assistance to staff on hardware, software and systems-related issues;
- 6) Setting up new computers, networks, and software for new employees including adding to Domain;
- 7) Provide support to Office 365 Applications
- 8) Follow established procedures and processes for computer maintenance including ticketing;
- 9) Provide support setting up video and audio equipment for meetings;
- 10) Provide support in designing event flyers, brochures etc.;
- 11) Provide basic training and support to staff on the use of computer systems and software;
- 12) Supporting the maintenance of existing computer systems, including troubleshooting problems with hardware and software.
- 13) Assisting with computer and network security by scanning for vulnerabilities and viruses;
- 14) Participate in the day-to-day ICT support for the Prime service business activity;
- 15) Support to update mailing list and maintain updated filing system both in hardcopies and soft copy systems;
- 16) Perform any other duties as assigned by the Supervisor.

**Qualifications, Skills and Experience:**

- Bachelor's degree in Computer Engineering, Computer Science, or related ICT field.
- Knowledge of computer systems and software.
- Knowledge of networks and systems security.
- Familiarity with hardware and software installation.
- Excellent problem-solving and troubleshooting skills.
- Strong communication and customer service skills.
- Able to work independently and as part of a team.

**How to Apply**

For any interested candidate with a passion for making a difference in the context of our work in bringing social impact, send your expression of interest (in the form of a cover letter addressed to the Executive Director, EANNASO along with copies of relevant academic certificates) to [eannaso@eannaso.org](mailto:eannaso@eannaso.org).

The deadline for application is on **Sunday 11<sup>th</sup> February 2024**

**Safeguarding and Child Protection Policy**

EANNASO's absolute priority is protecting children, vulnerable communities, and our staff. We have zero tolerance for incidents of violence or abuse against children and other people in the communities we serve, either committed by our staff or others connected to our work. You will be required to abide by and adhere to our Safeguarding, Child Protection and Prevention of Sexual Exploitation and Abuse (PSEA) Code of Conduct and Policies.

