

Job Title	IT Coordinator	Duty Station	Kampala, Uganda
Employment type	Full time	Role balance guide	People: 25% Operations: 25% Technical: 50%
Role Purpose	The IT Coordinator is responsible for coordinating the maintenance and support of the UDLS project computer networks. This role focuses on providing technical assistance, installation, and configuration of hardware and software, as well as troubleshooting issues while working closely and interacting with outsourced technical support resources to ensure seamless operation of the network and systems.		
Reports To	System Support Manager	Supervises	N/A
Key External Relationships	TBD		
Duties and Responsibilities			
<ul style="list-style-type: none"> • Installation and Configuration: Install and configure computer hardware, software, systems, networks, printers, and scanners as per project requirements. • Network Monitoring: Monitor the operation of computer systems and networks to ensure optimal performance and uptime, reporting any issues as necessary. • IT Support Coordination: Serve as the primary point of contact for IT service issues and requests, coordinating with outsourced technical support resources to ensure timely resolution. • Documentation and Design: Assist in documenting processes related to the installation and configuration of applications and systems for the UDLS project. • User Account Management and Training: Support the setup of user accounts for new staff, ensuring proper access and providing training on login procedures. • Troubleshooting Coordination: Assist in the maintenance and troubleshooting of network and computer-related issues in conjunction with external technical resources. • Application and Database Support: Assist in defining connections between application systems and databases, ensuring that they function as intended to meet project needs. • Performance Monitoring: Monitor system performance, coordinating with technical resources to address any front-end user concerns. • Technical Assistance: Provide overall technical support to project staff, ensuring that any hardware or software issues are documented and communicated to the appropriate resources. • Administrative Support: Provide overall IT administrative support, assisting in policy implementation, and ensuring compliance with IT procedures as set by the organisation. • Collaboration with Technical Support Resources: Work closely with external technical support resources to maintain the UDLS network and systems, facilitating communication regarding any issues that require escalation or specialized assistance. • Security Assessment: Identify security gaps within the system and suggest relevant solutions. • IT System Enhancements: Provide suggestions for upgrades and improvements to the IT infrastructure. • Security Measures: Collaborate with the technical teams to integrate physical and cybersecurity measures for confidential data and systems. • Hardware Maintenance: Conduct troubleshooting, repair, and maintenance of hardware, operating systems, and applications. 			
Team Contribution			
<ul style="list-style-type: none"> • Constructively contribute and collaborate with all colleagues • Delivery high quality outputs • Demonstrate compliance with all legislation, policies and procedures 			
Values and Behaviour			

Actively demonstrate the company values:

- 1) **Integrity:** We stand up for what is right
- 2) **Quality:** Aim at a degree of excellency
- 3) **Reliability:** Trusted and dependable
- 4) **Empathy:** Ability to understand and share
- 5) **Commitment:** Dedicated to a cause

Health, Safety and Wellbeing

- Adhere to all health and safety policies and procedures and take all reasonable care that your actions or omissions do not impact on the health and safety of others.
- Ensure that the work environment is safe, and any health safety risks are documented and followed by all project staff through appropriate training, supervision and monitoring.

Confidentiality

This position requires the highest level of confidentiality hence you will be required to sign a confidentiality and non-disclosure agreement.

This job description defines the broad responsibilities of this position. You will be expected to develop a performance plan with specific details of performance goal, objectives and targets.

Qualifications & Experience

Essential:

- Bachelors in information technology or a relevant field.
- At least 3 years of experience providing information communications technology

Desirable:

- Knowledge of systems engineering, computer maintenance, server administration, installation, repair and troubleshooting.
- Knowledge of computer networking, LAN, WLAN installation, configuration, troubleshooting

Skills & Attributes

Skills:

- Strong technical knowledge in computer systems and network configuration.
- Excellent problem-solving skills and the ability to troubleshoot effectively.
- Good communication skills for user support and collaboration with technical resources.
- Attention to detail and ability to document processes and issues clearly.
- Familiarity with database management and security protocols.
- An ability to stick to strict deadlines.

An ability to prioritise and delegate

Attributes:

- Flexibility and adaptability in responding to a change, including comfort with ambiguity and change to succeed within the evolving and sometimes demanding culture of an organization.
- Good analytical and problem-solving skills.
- An energetic self-starter with the ability to work effectively in a culturally diverse, busy and evolving team.
- High degree of professionalism.

Other

Essential:

- Preparedness to undergo a police check
 - Availability to travel domestically if required
- Ability to work flexible hours.