

Title: On call IT Specialist

Positions: 1

Reporting to: Human Resource Coordinator

Contract duration: 1 year (renewable)

Duty station: Kampala

About Teach For Uganda

We are an indigenous nonprofit organization that nurtures leaders who advance access to quality education for children in low-income communities in Uganda through a two-year teaching fellowship.

At Teach For Uganda (TFU), we believe that when our children are 25 years old they will have attained the highest level of Education. They will have acquired leadership and entrepreneurial skills that empower them to access and create opportunities, they will persevere in the face of adversity and mobilize communities to solve their own challenges. They will be responsible, honest, empathetic and reliable leaders with a sense of purpose who will inspire the next generation to greatness. We currently operate in 7 districts i.e., Mukono, Bugiri, Namayingo, Buikwe, Mayuge, Namutumba, Kayunga, Kikuube, Hoima and Kagadi.

Position overview

The role of this position is to provide overall IT support to the National Office. In addition, contribute to the development of standard operating procedures and forms for ICT and ensure that they are consistently applied.

Roles and responsibilities:

1. Support in management and maintenance of TFU ICT infrastructure including LANs and WANs, Wi-Fi, networks, computers, laptops and servers across the organization.
2. Provide support in the design of an effective ICT for the organization following trends in the industry.
3. Providing desktop hardware/software, IDs and passwords to business applications.
4. Ensure compliance and adherence to ICT policies and procedures.
5. Execute the operational plans for the ICT systems and manage inventory of all assets.
6. Ensure user access to applications and systems and resolve network failures in a timely manner.
7. Provide first level support to users for IT related problems, record all incidents and follow them up to resolution.
8. Review applications in conjunction with users to determine enhancements or new systems.
9. Monitor the services provided by external suppliers in liaison with the Operation Coordinator to ensure that high levels of service are received and maintained as per agreed standards.
10. Manage the formalized training program for all users with the aim of raising skills standards and awareness in the use of ICT applications.

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11. Prepare periodic reports in line with the organization's reporting guidelines to management.
 12. Any other duties assigned from time to time.

Education and Experience:

- Must hold at least a minimum of a Bachelor's degree in ICT, or Computer Science
- Experience with databases, MIS development and analysis
- At least a minimum of five years' working experience in a reputable multi location organization.
- Networking design and operations principles, system integration requirements and procedures
- Knowledge on Installation, configuration and troubleshooting for operating systems, computer office suites, e-mail and inter/intranet.
- Knowledgeable in website management.
- Virus protection software and identifying, addressing and removing viruses, cybersecurity management
- Should be result-oriented, self-motivated and able to work under minimum supervision
- Excellent interpersonal communication skills
- High level of integrity and demonstrate team work

How to Apply:

Please email a one page cover letter, your resume with 3 professional referees to jobs@teachforuganda.org. Indicate the position applied for in the subject line and the preferred District of your email by **28th August 2023**. **Applications are reviewed on a rolling basis.** Only short-listed candidates will be contacted. For more information about the job vacancies, visit us at www.teachforuganda.org/careers.