The Sustainable Development Goals Center for Africa (The SDGC/A) is an autonomous non-profit international organization headquartered in Kigali, Rwanda. It was opened in July 2016 with the mission to support governments, civil society, businesses and academic institutions to accelerate progress towards the Sustainable Development Goals (SDGs). Recently, it opened Regional Center for Southern Africa in Lusaka, Zambia. For general information about The SDGC/A, please visit our homepage at: www.sdgcafrica.org

The SDGC/A intends to recruit an IT Officer to manage the ICT systems and support IT users in areas for improving performance and services delivery at The SDGC/A Regional Center in course of realizing the SDGs Agenda across Africa.

**Job Title**  
IT Officer

**Supervisor**  
Corporate Services Manager

**Contract**  
National Recruited Staff Service Contract

**Duration**  
Initial appointment of one year subject to renewal and extension

**Location**  
Regional Center - Lusaka, Zambia

**Job Purpose**

To manage the ICT systems and support IT users at The SDGC/A Region Center through provision of end user support, managing network systems, server administration, computer hardware, and computer software programs to safeguard accurate and quick response of the IT systems on daily basis. To support IT users through training and installation of appropriate software to enhance efficient usage of endpoint technology at workplace.

**Key Functions**

1. Manage the network infrastructure including servers, firewall, routers, switches and other equipment.
2. Maintain security solutions, including firewall, anti-virus, and intrusion detection systems.
3. Configure and maintain VPN solutions
4. Deploy and Manage Active directory environment
5. Implement, manage, monitor and troubleshoot Microsoft Exchange Server 2016/2019 environment
6. Supporting the staff on Microsoft exchange server mail system.
7. Planning for ICT needs, advise and develop IT requirement specifications and manage the ICT infrastructure in place.
8. Providing user support in ICT areas including configuration of ICT back-end systems, desk and mobile devices.
9. Helping and advice staff and The SDGC/A Regional Center using computer software or equipment.

**Responsibilities**

- Administerate the network infrastructure including servers, firewall, routers, switches and other equipment.
- Upgrade and implement new technology
- Install and configure computer network equipment.
- Maintain network connectivity of all computer workstations.
- Provide network support to users.
- Install, configure, monitor, and maintain all server related hardware including servers, storage systems, and related networking equipment.
- Install, configure, monitor, and maintain infrastructure managed enterprise software systems including operating systems, virtualization platforms, database clusters, web application servers, email systems, monitoring systems and anti-virus software.
- Perform regular security monitoring to identify any possible intrusions.
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created.
- Follow and document all established work processes, maintaining accurate configuration and system documentation.
- Assisting in the preparation of documentation and user support materials aiming at assisting system users; develop, organize and write user manuals, guides and other documentation related to ICT.
- Analyzing system users’ concerns and solving their problems, evaluating requirements, requests for system features and uses; identify and make recommendations regarding applications, modifications, and enhancements to existing systems to accommodate user needs.
- Developing, prepare and advice on ICT trainings that are relevant to the staff.
- Analyzing hardware and software issues affecting system users, troubleshoot and prioritize these issues.
- Working closely with vendor and technology staff to correct hardware and software issues affecting the various computerized business systems.
- Assisting with the development, documentation, testing, training, and implementation of new and existing computerized systems; develop and provide system support and services.
- Serving as primary point of contact for IT applications and infrastructures to support The SDGC/A operations and staff.
- Assisting Macintosh and Windows PC end-user services for The Center’s staff including responding to requests and problems, installing, monitoring, diagnosing, repairing, maintaining, and upgrading PC and office hardware, applications software and other IT equipment to ensure optimal performance.
- Perform other work related duties as delegated by the Supervisor.

Preferred Qualifications and Skills
- Bachelor’s degree in Business Technology, Information Technology, Computer Science, MIS, or a related field.
- Microsoft Certified Solutions Expert (MCSE) or equivalent experience is preferred.
- Cisco Certified Network Associate or Cisco Certified Network Professional is added advantage.
- Past experience with organizations having branches networked together to deliver services through IT systems.
- Experience in installing, administering, maintaining and troubleshooting Windows Server 2016 in an Enterprise environment.
- Experience in administering and troubleshooting Exchange Server 2016.
- Experience in Active Directory administration and management (manage objects and groups)
- Past experience in Group Policy Objects (GPOs) administration and management
- Experience in installing, administering, maintaining and troubleshooting Virtualization environments (Hyper-V/VMware).
- 3 years’ experience in technical support, or user service, consulting, training in an information technology environment or similar.
- Experience using analytical skills including critical thinking, debugging, judgment, problem solving, troubleshooting, and use-case analysis.

Application Instruction
Interested candidates fulfilling requirements should send their application (only in pdf format) composed of a cover letter, curriculum vitae, copies of academic certificates and certificates of previous employment as a one file to recruitment@sdgcafrica.org by 1:00 PM on Friday, 20th September 2019.

Only shortlisted applicants will be contacted, applications not following given instruction will be rejected.