



**INTERNATIONAL INSTITUTE OF TROPICAL AGRICULTURE (IITA)  
INTERNAL & EXTERNAL ADVERTISEMENT**

Ref: IITA-HR-NRS2019-009	<b>Position:</b> <ul style="list-style-type: none"><li>• <b>ICT Support Technician</b></li></ul>
Location: Abuja	Recruitment Type: National (3-year renewable contract)
Date Posted: 19 <sup>th</sup> March 2019	Closing Date: 1 <sup>st</sup> April 2019

The International Institute of Tropical Agriculture seeks suitable Nigerian for the position below at the Institute’s station in Abuja:

**Position:** **ICT Support Technician**

**Contract:** 3-year renewable contract

**Location:** Abuja

**DUTIES:**

Successful candidate will among other things perform the following duties:

- Carryout installation and ensuring proper functioning of voice network (IP PBX);
- Constantly monitor the internet system operation to detect potential problems;
- Assist in installing, upgrading and maintain all LAN items, support LANs & WANs, network segments, internet and intranet systems;
- Assist in maintaining system efficiency and ensure design of system and allow all its components to work properly;
- Configure and install system and set up new users;
- Setup projectors, printers, photocopiers, digital cameras, etc for everyday office use and as necessary for meetings;
- Troubleshoot technical problems with mobile subscription and IP phone;
- Ensure satellite phone are working and SIM cards are activated at all times;
- Ensure good asset management of ICT equipment’s at the offices and update asset register and inventory tracking system with the Logistics and Administrative Officers;
- setup/configure new user E-mail;
- Install antivirus and maintain its upgrade with staff;
- Ensure availability of LAN for all offices, determine platform, interface and bandwidth needs;

- Assist in installing and troubleshooting all hardware problems following designs or installation specification and resolve IT issues for staff remotely and on Mac, Windows and Linux OS;
- Oversee the issuance and return of assets to/from staff and record all asset movements and disposal of ICT equipment;
- Make recommendations for future upgrades of network systems, equipment/gadget;
- Assist in maintaining network management platform and ensure Lan security integrity and system security ensuring frequent software updates, antivirus update and patches;
- Administer servers, desktop and laptop computer, printer, routers, switches, firewall, personal digital assistants, smartphones, software deployment;
- Assist in training staff on new software and application when necessary;
- Provide activity/progress report to Station Manager on all aspect of ICT operations;
- Perform any other duties as may be assigned by the supervisor.

### **QUALIFICATION:**

National Diploma in Computer Science or related field with minimum of three (3) years' experience performing similar or related roles.

### **COMPETENCIES:**

The ideal candidate must have:

- Ability to troubleshoot ICT equipment problems and repair accordingly.
- Considerable knowledge of networking.
- Good knowledge of software installation and maintenance.

### **REMUNERATION:**

We offer highly competitive salary with equally attractive benefits and excellent working conditions in a pleasant campus environment.

### **METHOD OF APPLICATION:**

Interested applicants should complete the online application attaching detailed cover letter and curriculum vitae saved with their names in Microsoft word format to IITA website: <http://www.iita.org/about/jobs/> no later than Two Weeks from the date of this publication. The application must include the names and e-mail addresses of three professional referees which must include the applicant's current or previous direct Supervisor, professional colleague and evidence of current remuneration package.

***IITA is an equal opportunity employer and particularly welcomes applications from female candidates.***