



## INTERNAL & EXTERNAL ADVERTISEMENT

Ref: IITA-HR-NRS2023-015	<b>Position:</b> <ul style="list-style-type: none"><li>• <b>ICT Support Officer</b></li></ul>
Location: Kano	Recruitment Type: National (3-year renewable contract)
Date Posted: 28 March 2023	Closing Date: 7 April 2023

The International Institute of Tropical Agriculture seeks suitable applicants for the position below at the Institute's station in Kano.

### **Position: ICT Support Officer**

**Contract: 3-year renewable contract**

**Location: Kano**

### **DUTIES:**

- Install and ensure proper functioning of voice network (IP PBX).
- Monitor internet system operation to detect potential problems.
- Install, upgrade and maintain all LAN items, support LANs & WANs, network segments, internet and intranet systems.
- Maintain system efficiency and ensure design of system and allow all its components to work properly.
- Configure and install system and set up new users.
- Set up 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 Officer.
- Set up/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.
- Install and troubleshoot 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.
- Maintain network management platform and ensure LAN security integrity and system security ensuring frequent software updates, antivirus update and patches.
- Perform any other job-related task as may be assigned by the Supervisor.

### **QUALIFICATION:**

BSc/HND in Computer Science, Computer Engineering or related field, with a minimum of four (4) years' experience performing a similar role in a well-structured environment.

### **COMPETENCIES:**

The ideal candidate must:

- Have good communication skills (writing, reading, and speaking).
- Have good knowledge of software handling.
- Have ability to handle minor hardware repairs.
- Have good knowledge of LANs and WANs, network segments, internet and intranet systems.

### **REMUNERATION:**

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

### **METHOD OF APPLICATION:**

Interested applicants should complete the online application by attaching a detailed cover letter and curriculum vitae saved with their names in Microsoft word format to IITA website: <http://jobs.iita.org/erecruit> 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 is committed to building a diverse workforce, particularly welcoming applications from women. While all applications will be acknowledged, please note that only shortlisted candidates will be contacted.***