



JOB OPPORTUNITY

Job Title: IT Support Officer.
Organisation: Watoto ChildCare Ministries.
Reporting: Systems Administrator.
Nature of Contract: Full-time contract.
Duty Station: Bbira Children's Village.

Watoto Church and Child Care Ministries have experienced exponential growth in the past couple of years, composed of multiple Celebration Centres (Campuses) and diverse Community care initiatives that include Childcare, Community and Neighborhood, Education and FM Radio amongst others. In all of this, Watoto remains a local church, committed to celebrating Christ and caring for community.

Watoto is seeking to recruit an **IT Support Officer** to provide support in the management and maintenance of the ICT systems for Watoto Ministries.

Key Duties and Responsibilities (but not limited to).

- Help develop and implement standardised ICT procedures and forms.
- Contribute to the creation and design of modern, cutting-edge ICT solutions for Watoto Ministries, leveraging industry trends.
- Oversee adherence to and enforce compliance with ICT policies and procedures.
- Perform maintenance on the system's infrastructure and end-user devices.
- Implement ICT system operational plans, oversee inventory management, and manage asset inventory.
- Ensure timely and seamless user access to applications and systems, troubleshoot network failures efficiently, and resolve issues promptly.
- Provide first-line and initial IT support, document and log incidents, and ensure they are tracked to resolution.
- Collaborate with users to review applications and determine needed enhancements or new systems.
- Oversee and manage external suppliers' performance to guarantee adherence to agreed service standards.
- Manage and coordinate a structured ICT training program to enhance user capabilities, ICT skills, application expertise, and awareness.
- To prepare periodic reports in line with the organisation's reporting guidelines to management.

Qualifications, Skills and Experience.

- The applicant for the role should hold at least a minimum of Bachelor's degree in ICT or Computer Science.
- At least a minimum of two years' working experience in a reputable organisation.
- Should have an industry Certification from either CISCO, Microsoft, or Oracle.
- Previous experience with Microsoft Dynamics will be an added advantage.
- Possess excellent organisational and time management skills.
- Good effective communication, interpersonal skills, provide courteous, responsive customer service.
- Should be a team player, result-oriented, self-motivated and able to work under minimal supervision

Watoto UGANDA

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How to Apply.

All suitably qualified and interested candidates can apply by.

1. Submit your CV, academic and professional documents, and a Church recommendation letter to careers@watotochurch.com (Subject Line: **Job Title - First Name, Last Name**).
2. Visit our website www.watotochurch.com
 - 2.1. Go to the **JOIN THE TEAM** on the website menu.
 - 2.2. Select **click here** to see the job details.
 - 2.3. To apply, click **Apply Here**.
 - 2.4. Fill out the form and submit after all sections have been filled.

DEADLINE: 25th / July / 2025.

ONLY SUCCESSFUL APPLICANTS WILL BE SHORTLISTED AND CONTACTED FOR INTERVIEWS.

