

Watoto

JOB OPPORTUNITY

Job Title: IT Support Officer
Organization: Watoto Church Ministries
Duty Station: Watoto Church-Suubi

Watoto Church and Child Care Ministries has experienced exponential growth in the past couple of years composed of multiple Celebration Centers (Campuses) and diverse Community Care initiatives that include; Child Care, 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 the 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)

- To support managing and maintaining ICT infrastructure including Wi-Fi, networks, computers, laptops, and servers across the organization.
- To provide support in the design of an effective ICT for Watoto Ministries in alignment with industry trends.
- To ensure compliance and adherence to ICT policies and procedures within Watoto Ministries.
- To implement the operational plans for the ICT systems and manage the inventory of all assets.
- To guarantee user access to applications and systems and resolve network failures in a timely manner.
- To provide first-level support to users for IT-related problems, record all incidents and follow them up to resolution.
- To review applications in conjunction with users to determine enhancements or new systems.
- To monitor the services provided by external suppliers in liaison with the Procurement & Logistics Assistant to ensure that high levels of service are received and maintained as per agreed standards.
- To manage the formalized training program for all users with the aim of raising skills standards and awareness in the use of ICT applications.
- Prepare periodic reports in line with the organization's reporting guidelines to management.
- To document all issues diagnosed and resolved for proper recording keeping and future reference.
- To perform any other official duties as may be assigned by the line Manager.

Qualifications, Skills, and Experience.

- The applicant for the role should hold at least a minimum of a Bachelor's degree in ICT, or Computer Science.
- At least a minimum of two years of working experience in a reputable organization.
- Should have an industry Certification from either CISCO, Microsoft, or Oracle.
- Previous experience with Office365 with specific skills in SharePoint and OneDrive, Microsoft Dynamics will be an added advantage.
- Knowledge of 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.
- Should be result-oriented, initiative-taking, and able to work under minimum supervision.
- Excellent interpersonal communication skills and high level of integrity and demonstrate teamwork.



How to Apply:

All suitably qualified and interested candidates can apply by visiting our website.

1. Website www.watotochurch.com
2. Go to the Join the Team section click **Apply**.
3. Under that, view the Job description and click on the link that reads; **Apply**.
4. Fill out the form that will be open and submit it after all sections have been filled.
5. Submit your CV, academic and professional documents, and a cell/pastor's recommendation letter to careers@watotochurch.com (Subject Line: Job Title - First Name, Last Name)

DEADLINE: 6th /June /2023.

ONLY SUCCESSFUL APPLICANTS WILL BE SHORT LISTED AND CONTACTED FOR INTERVIEWS.

