



JOB OPPORTUNITY

Job Title: IT Support Officer, Gulu (include: Laminadera, Juba).
Organisation: Watoto Church Ministries.
Duty Station: Watoto Church, Gulu.

Watoto Church Ministries has experienced exponential growth in the past couple of years, composed of multiple Celebration Centres (Campuses) and diverse Community care initiatives that include Child Care, Neighborhood, Education, and FM Radio, amongst others.

Watoto Child Care Ministries exists to empower vulnerable women and children through Christ-centred, holistic care for community transformation. At its core, Watoto Church Ministries remains a local church, committed to Celebrating Christ and Caring for Community.

Job Purpose:

We are seeking a dedicated and dynamic IT Support Officer to provide support in the management and maintenance of the Information Communication and Technology (ICT) systems for Watoto Ministries.

Key Duties and Responsibilities.

- Contribute to the development of standard operating procedures and ensure consistent application.
- Provide first-level maintenance support of Applications, Management System, and Information Management System.
- Support the management and maintenance of ICT, systems, and hardware infrastructure across the organisation.
- Provide support in the design of an effective ICT for Watoto Ministries in alignment with Industry trends.
- Ensure compliance and adherence to ICT policies and procedures within Watoto Ministries.
- Implement the operational plans for the ICT systems and manage the inventory of all assets.
- Guarantee user access to applications and systems and resolve network failures in a timely manner.
- Provide first-level support to users for IT-related problems, record all incidents and follow them up to resolution.
- Review applications in conjunction with users to determine enhancements or new systems.
- Monitor the services provided by external suppliers in liaison to ensure that the highest service levels.
- Manage the formalised training program for all users.
- Document all issues diagnosed and resolved for proper record-keeping and future reference.
- 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 a bachelor's degree in ICT or Computer Science.
- At least a minimum of two years of working experience in a reputable organisation.
- Experience of at least 2 years in technical implementation and website management.
- Should have an industry Certification from either CISCO, Microsoft, or Oracle.
- Previous experience with Office 365, with specific skills in SharePoint and OneDrive, and Microsoft Dynamics will be an added advantage.
- Knowledge of Installation, configuration and troubleshooting for operating systems, computer office suites, e-mail, and inter/intranet.

Watoto Church Ministries - UGANDA

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13 MAY 2026

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- Virus protection software and identification, address, and removal of viruses.
- Should be result-oriented, initiative-taking, and able to work under minimal supervision.
- Excellent interpersonal communication skills and a high level of integrity, and demonstrate teamwork.

Working at Watoto Child Care Ministries.

Watoto is committed to safeguarding children and vulnerable adults, and all staff are expected to adhere to the safeguarding policy.

How to Apply.

Suitably qualified and interested candidates can apply by following the procedures below.

1. Visit our website www.watotochurch.com and navigate to join the team
2. Select **click here** to view the job details.
3. To apply, click the **Apply Here** button.
4. Complete the form and submit it once all sections have been filled out.

Once you have completed the above step, please email the following documents to careers@watotochurch.com: CV, academic documents, and a Church recommendation letter (**Subject Line: Job Title - First Name, Last Name**).

Application deadline 24th May 2026.

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED FOR INTERVIEWS.

We are committed to equal employment opportunities.

