



JOB OPPORTUNITY

Position: IT Support Officer, Laminadera
Organisation: Watoto Church Ministries
Department: Information Technology
Duty Station: Laminadera
Contract Type: Full-time Contract
Reports to: Network Administrator

Watoto is a Christian childcare ministry committed to celebrating Christ and caring for vulnerable children and women in Uganda and South Sudan. Through childcare, education, discipleship, community development, and humanitarian initiatives, Watoto seeks to raise godly transformational leaders and restore hope to vulnerable communities. Watoto leverages technology and integrated ICT systems to support efficient operations, service delivery, communication, and ministry growth across all locations

Job Purpose.

Provide operational and technical support for ICT systems, infrastructure, applications, and end-user services at the assigned location to support reliable, secure, and efficient ministry operations.

Key Responsibility Areas.

1. Support ICT Operations and Systems Availability, coordinate day-to-day ICT support activities to maintain stable, secure, and accessible systems, networks, and end-user services across the assigned location.
2. Deliver End-User Technical Support and Incident Resolution, provide first-level technical support for hardware, software, systems, applications, and network-related issues while maintaining timely incident resolution and user satisfaction.
3. Maintain ICT Infrastructure, Devices, and Network Services, support maintenance of ICT infrastructure, network equipment, end-user devices, and connectivity services to sustain operational continuity and system reliability.
4. Support Enterprise Applications and Business Systems, provide operational support for ERP systems, HRIS, HMIS, IMS, Microsoft 365, and other ministry applications to improve system utilization and user productivity.
5. Coordinate ICT Asset Management and Inventory Control, maintain accurate records of ICT assets, equipment movement, software allocations, and inventory status in line with ICT procedures and accountability requirements.
6. Support ICT Governance, Compliance, and Security Standards, apply ICT policies, security controls, backup procedures, and operational standards to strengthen compliance, data protection, and system integrity.
7. Coordinate User Training and System Adoption Initiatives, conduct user support sessions, refresher trainings, and application guidance activities to improve effective utilization of ministry systems and digital tools.
8. Monitor Vendor Service Delivery and ICT Support Agreements, track vendor support activities, escalate unresolved technical issues, and support monitoring of ICT service providers against agreed service standards.

Watoto Church Ministries - UGANDA

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9. Support Reporting, Documentation, and Technical Record, management, prepare ICT operational reports, support documentation, incident records, and user feedback summaries in line with departmental reporting standards.
10. Drive Continuous Improvement and User Experience Enhancement, identify recurring technical issues, recommend practical improvements, and support initiatives that strengthen ICT service delivery and operational efficiency.

QUALIFICATIONS AND EXPERIENCE.

Education.

- Bachelor's degree in Information Technology, Computer Science, or related field.

Professional Certifications.

- Industry certification in Cisco, Microsoft, CompTIA, Oracle, or related ICT field is an added advantage.

Experience.

- Minimum 2 years' experience in ICT support, systems administration, or technical implementation.
- Experience supporting enterprise systems and network infrastructure.
- Previous exposure to Microsoft Dynamics or ERP systems is an added advantage.

Technical Competencies.

- Knowledge of network support and troubleshooting.
- Knowledge of Microsoft 365 administration and support.
- Experience supporting business applications and ICT infrastructure.
- Understanding of ICT security, backups, and operational procedures.
- Ability to prepare technical reports and maintain documentation.

Behavioural Competencies.

- Problem-solving and analytical skills
- Customer service orientation.
- Communication and interpersonal skills.
- Teamwork and collaboration.
- Planning and organizational skills.
- Continuous learning mindset.
- Integrity and accountability.

Other Requirements.

- Must be a committed Christian.
- Must align with Watoto's values and ministry culture
- Must demonstrate professionalism and confidentiality
- Must communicate effectively with users and stakeholders



Working at Watoto 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 7th June 2026.

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED FOR INTERVIEWS.

We are committed to equal employment opportunities.

