



IT OFFICER – JOB DESCRIPTION

Job Type: **Full-time**

Duty Station: **Kampala**

The Roles of an IT Officer

- Primarily, to technically support the company's IT and customer care functions, and offering training services to students enrolled on short course study programs.

Responsibilities of an IT Officer

- Keep computer systems running smoothly and ensure users get the maximum benefit from them
- Install and configure computer hardware operating systems and applications
- monitor and maintain computer systems and networks
- Develop, maintain, support and support all dynamic web portals/content management systems
- Take staff or clients through a series of actions, either face-to-face, over the phone, or virtual meeting tools to help set up systems or resolve issues
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Replace parts as required
- Provide support, including procedural documentation and relevant reports
- Follow diagrams and written instructions to repair a fault or set up a system
- Support the roll-out of new applications
- Set up new users' accounts and profiles and deal with access issues on systems
- Respond within agreed time limits to call-outs
- Work continuously on a task until completion (or referral to third parties, if appropriate)
- Prioritize and manage many open cases at one time
- Rapidly establish a good working relationship with Institute staff, students, clients and other professionals, such as consultants and software developers
- Test and evaluate new technology
- Conduct electrical safety checks on computer equipment.
- Train, access, and support students enrolled in short-courses study programs
- Undertake any other related duties and responsibilities that may, from time to time, be assigned

How to Apply:

Interested candidates should submit their CVs, along with all other supporting documents to: careers@bit.ac.ug not later than 10th August, 2023, 05:00 pm.

NOTE: Only shortlisted candidates will be contacted.