IT Officer

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Company: Jhpiego

Location: Yaounde

Category: other-general

Responsibilities

Provide complete software installation and maintenance. This includes installing and configuring the Internet base network according to standard configuration and maintaining/administering the systems for all offices across Cameroon Health district of the project;

Remote support to all offices in Cameroon using the latest communication technologies such as Skype, Google +; MS teams, Zoom, etc..

Maintenance of the Local Area Networking systems including workstations, servers, routers, hubs and cabling;

Capability to manage the servers and network by crating low-level, mid-level and power user accounts;

Develop data entry and database management programs.

Interacting with IT vendors to provide best prices and support for all hardware requirements

Ensuring each laptop/desktop & all other IT hardware and systems are fully operational with latest systems security / anti-virus updates across the main office and regions

Ensuring regular data back-ups routines for all Jhpiego Staff;

Maintain inventory of all IT related equipment's across the Jhpiego Cameroon offices;

To visit Field offices to provide IT related support when required and approved by the County Director or Chief of Party;

Provide complete software/hardware installation, maintenance and data recovery/back-ups in order to help prevent any kind of software and hardware crashes;

Provide IT related technical support, whenever required, for conducting conferences/ workshop/ trainings/ seminars etc;

Interact with the IT contact person/ team at Baltimore office for procurement and management of IT related tasks;

Coordinate and direct regular updates on new technical knowledge, approaches and successes within Jhpiego Cameroon offices;

Maintain working relationship with HQ IT staff in Baltimore

Required Qualifications

Minimum of a Bachelor degree in Informatics/Computer Science or equivalent knowledge and skills;

Must know Windows Server 2008 applications (Active Director, DNS, DHCP, ICS)

6+ years advanced skills in troubleshooting and configuring for Windows XP/Windows 7; Outlook, MS Office, Visio, MS Project, Internet Explorer, and Adobe products

3-4 years working experience in computer maintenance, services and upgrading field in international NGOs.

Experience in designing databases and webpage

Exercise independent judgment in determining and implementing improvements/solutions for computer hardware

Ability to work in a team, foster teamwork in others and to manage several major activities simultaneously.

Ability to travel within Cameroon field intervention area

Preferred Qualifications

Familiar with supporting SmartPhones, such as the Apple iPhone

Experience training individuals in best practices of using computers, managing personal data files, and software applications

Ability to explain technical issues to a non-technical audience on a regular basis

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