

CARE International in Uganda ICT - Intern Terms of Reference.

JOB TITLE: ICT Intern

DEPARTMENT: Program Support Department

COUNTRY: UGANDA

REPORTS TO: ICT Officer

Background.

CARE Uganda country office is in the process of carrying out network Infrastructure Upgrades for its two office locations in Arua and Gulu. This coupled with the increased staffing levels at Arua sub office and the emerging refugee influx in South Western Uganda calls for an extra pair of hands to ensure improved and timely IT service delivery at the Country Office until we can normalize operations. These Terms of Reference defines the parameters of expected support to the country office and any other that may be allocated during the defined timeline.

This support is expected to last five months (March to July 30th 2018)

This position will be based at Arua sub office to support both IMVEPI and Yumbe offices with travel to Kampala to cover up the ICT Officer where need be.

Under the guidance of the ICT Officer, the ICT intern is responsible for the following;

1. Be the first line of support for day today ICT user support requests for the Arua, Imvepi and Yumbe offices while managing the ICT helpdesk. Running software updates on user computers, assist in local area network (LAN) management and troubleshooting.
2. Work with the identified vendor to carry out preventive maintenance (servicing) on all desktops, laptops and printers at Arua, Yumbe and Imvepi office locations as priority locations and Kampala and Gulu thereafter.
3. Do validation and updating of the ICT equipment Inventory at the Country Office. This will involve gathering of all information pertaining ICT Equipment (Desktops, Laptops, Printers, Switches) by item specifications, location and user. This will ensure we keep an up to date ICT Equipment Inventory.
4. Work with Arua Logistics Officer and Kampala administration Officer to take inventory of all Modems under CARE by location, custodian and monthly Internet subscription. This

CARE International in Uganda ICT - Intern Terms of Reference.

will involve MTN, Airtel and Africell data cards run by CARE for Arua, Imvepi and Yumbe and later Kampala and Gulu.

5. Perform weekly offsite Data back-ups for all CO data as well as ensuring all user workstations have an up to date back up on the NAS drive and that data off the NAS Drive is backed up to the cloud.
6. Configuration of new computers and printers purchased by the country office as assigned by the ICT Officer.
7. Updating all content on the Village SharePoint portal with the latest information under the guidance of the ICT Officer.
8. With the help of the ICT Officer conduct user sensitization training relating to IT at the Arua, Imvepi and Yumbe office and CUHQ where need be.
9. Compiling the IT Weekly report for Arua, Imvepi and Yumbe Offices and submitting it to the ICT Officer on a weekly basis.
10. Performing operating system upgrades by installing software patches
11. Proactively monitor ICT systems and troubleshoot any incidences affecting service availability
12. Ensure all users have access to Peripheral devices like; - printers and scanners.
13. Others Duties as assigned by the ICT Officer.

Deliverables:

1. Up to date ICT Equipment Inventory for all office Locations (Kampala, Arua. Gulu, Yumbe and Imvepi).
2. Up to date Inventory of all Modems run by the country office by location.
3. Timely delivery of ICT user Support request.
4. An up to date Village portal for Care Uganda.

Qualification;

- Bachelor's degree in Information Technology/Computer science or any related field
- CompTIA A+, N+, MCSE certification an added advantage.
- Knowledge of troubleshooting local area networks (LANs)
- Proficient in Microsoft office applications
- Excellent writing and communication skills

CARE International in Uganda ICT - Intern Terms of Reference.

- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cohesively with team members
- Good interpersonal skills and ability to multi-task
- Must have a good command of English in both oral and writing skills
- Ability and willingness to learn and work with the team
- Works under minimum supervision

Core Values

- Transformation: We believe in urgent action, innovation, and the necessity of transformation – within the world and the organization.
- Integrity: We are accountable to the people and partners we humbly serve, transparently sharing our results, stories, and lessons.
- Diversity: We know that by embracing differences, actively including a variety of voices, and joining together we can solve the world's most complex problems.
- Excellence: We challenge ourselves to the highest level of learning and performance, tapping the best of the human spirit to create impact.
- Equality: We believe in the equal value of every human being and the importance of respecting and honoring each individual; we know that change happens through people.

Reporting:

The intern will report directly to the ICT Officer and will submit a weekly report on tasks accomplished.

Application Procedure:

Candidates who are interested in the above jobs should submit an updated CV and Application letter giving a day time telephone contact and names, telephone contacts and email addresses of 3 (three) work related referees **only** through our recruitment email ugarecruitment@care.org clearly indicating the job title in the email subject. CVs will be received until the 13th March 2018.

For any questions please call our office on 0312258100/121

CARE IS AN EQUAL OPPORTUNITIES, GENDER SENSITIVE, CORRUPTION, SEXUAL EXPLOITATION AND ABUSE INTOLERANT EMPLOYER

Please Note that CARE International in Uganda does not ask any applicant payment for any recruitment process