



JOB TITLE: Intern - Information Communication Technology (ICT)

Job ID: 2024-6524

Location: TZ-Dar es Salaam

Category: Global

Employment Status: Full-Time

Overview

Internship Program Overview

Jhpiego Internship program aim at providing experiences to young professionals and mostly those who are fresh graduates and mentor them into professional roles. This internship program will provide an experience to a young professional to get good on the job experiences, the tasks involved are not critical and do not require a full-time staff to complete.

The ICT Intern will work under the IT department in providing technical assistance, maintaining computer systems, and configuring hardware and software. The successful candidate will be able to troubleshoot and resolve technical issues, assist with the implementation of new technologies, and provide training and support to team members

Reports to: Manager - IT

Position supervised: None

Location: Dar es Salaam and Mwanza

Position Required: 2 (Dar es salaam -1 position, Mwanza – 1 position)

This position will be closed on November 15, 2024

Responsibilities

Essential Duties and Responsibilities

- Provide IT technical assistance to staff face to face, including online using available remote support software and resolving all hardware and software-related issues
- Performing day-to-day IT support, computer maintenance, troubleshooting,
- Microsoft Windows 10 upgrade, jdr installation and troubleshooting,
- Configure and setup new computers including installing user application
- perform preventive maintenance of network equipment, printers, Computers, and scanners, support the physical document digitization process
- Develop training materials and conducting learning sessions, online meeting management and video conferencing
- Maintains strict confidentiality of all data and Maintain IT asset inventory
- Provide support on Microsoft office 365 (OneDrive, SharePoint, MS Team) conduct staff learning sessions on the same as part of refresher training.
- Support the Team Upgrading and installation of operating system to Microsoft windows 11
- Install, configure, and troubleshoot computer systems, hardware, and software
- Monitor Network system performance and troubleshoot any Internet related issue
- Perform other duties assigned by Supervisor

Required Qualifications

Qualifications and Requirements:

- In computer Science, Computer Engineering, Information Technology, Computer System Engineering, computer network and Security engineering or related field
- Knowledge of computer systems and software including Office 365 Suit
- Knowledge of network and system security
- Familiarity with hardware and software installation, troubleshooting and maintenance
- Excellent problem analytic, solving and troubleshooting skills
- Strong communication with good customer cares service skills
- Able to carry multiple tasks to completion working independently and as part of a team
- Able to learn quickly adapt to changes aligning with current technological trends

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