

Vacancy Announcement

Child Health and Mortality Surveillance (CHAMPS) Ethiopia

IT Help Desk Administrator

HARAMAYA UNIVERSITY, OROMIA, ETHIOPIA

Haramaya University is one of the oldest Universities in Ethiopia, with its first intake in 1954. It is about 17km from the city of Harar, 40km from Dire Dawa (where there is a regional airport), and 510km East of Addis Ababa. The College of Health and Medical Sciences is based on a campus in Harar town to facilitate training of students in nearby hospitals. This campus also hosts the office of the two Health and Demographic Surveillance Systems (HDSS).

CHILD HEALTH AND MORTALITY PREVENTION SURVEILLANCE NETWORK (CHAMPS)

The Child Health and Mortality Prevention Surveillance network (CHAMPS, <http://champshealth.org/>) is a new global health surveillance network funded by the Bill & Melinda Gates Foundation, aimed at understanding the causes of child death in developing countries, particularly sub-Saharan Africa and South Asia. The Emory Global Health Institute, which houses the U.S. office of the International Association of National Public Health Institutes (IANPHI), is the lead partner in the network and has worked with the London School of Hygiene to develop the collaboration with Haramaya University.

JOB PURPOSE:

This is a middle level position. Job holder will be responsible for undertaking service delivery related activities in the environment that meets business objectives in accordance to the set standards.

JOB DESCRIPTION

Post:	IT Help Desk Administrator
Location	Haramaya University, Oromia, Ethiopia
Responsible to:	Chief Technology Officer
Full Time/Part Time/Casual:	Full time
No. of posts	1
Duration of contract	1 year with likely extension
Salary:	12,000 Birr per month
Place of application:	

- Haramaya University Cluster Human Resource Management Office, College of Business and Economics Building.
- Haramaya University College of Health and Medical Sciences, Human Resource Management and Development Associate Director Office, No.7 at Harar.
- Haramaya University Liaison Office at Addis Ababa, Arat Kilo. Former Germany Cultural Institute Building Office No.15

Application Deadline: 5 (five) working days after the day of advertisement

Key Responsibilities

- First point of contact for all IT enquiries.
- Is fully accountable in meeting allocated technical/ and /or project/ supervisory objectives.
- Establish milestones on delegated duties for the following duties but not limited to, working closely with suppliers and internal teams: to monitor, manage, and ensure continuous improvement of the IT Service Quality, ensuring IT industry Best Practice is followed to deliver highly available solutions in alignment with business objectives
- To answer the help desk phone, log calls, and resolve minor issues
- To route tickets to the most appropriate support engineer
- To check-in visitors' laptops and ensure they are configured correctly for our network
- To receive newly purchased ICT equipment and record in the ICT asset register
- To assist with the management of ICT invoices and bills
- To take care of all necessary administrative activities, assisting in maintaining accurate records on the service knowledge management
- First point of contact for all IT enquiries.
- Make sure that all incidences, problems, service requests are categorized and updated accurately.
- Design FAQs' on the knowledge management system to address clients frequent support enquiries.
- Delegate tasks to Desktop engineers and oversee the incident through its lifecycle.
- Work with procurement team to bring to a conclusion IT item purchasing, delivery and recording these items in the CMDB.
- To collect metrics on Service Level Agreements and ensure they are tabulated accurately.
- Record IT Changes on receiving the risk and impact assessment briefs from Development and Infrastructure Change Advisory (CAB) Board members and broadcast scheduled communications on an IT change as required by the change process.
- To keep the Configuration Management Database (CMDB) up to date. This includes maintaining an updated Service Knowledge Management System
- Project Management of tasks as assigned by the Service Delivery Manager
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SKILLS AND COMPETENCE:

- Degree holder, preferably in Computer Science, BSc Information Technology, Bsc Software Engineering, Business Information

Technology with at least 1 years' professional experience in Service Desk/Helpdesk/User Support.

- Knowledge of Service Delivery and Service Support disciplines as defined under ITIL.
- Knowledge of ITIL Standards in Service Management
- Tertiary qualification in Information Technology, User support or Management, i.e. A+.
- Knowledge in defining and monitoring SLA's.
- IT Services Impact and Operations assessment
- Excellent customer support and communication skills
- Experience of installing and supporting Windows 20xx, 7, 8.x
- Knowledge of Active Directory support and management
- Knowledge of installing and configuration of a Microsoft Exchange Server 201x, Microsoft Lync, DHCP, DNS, radius and GPO support and management
- Good understanding of: Enterprise systems, firewall concepts, network-based storage solutions, and server hardware

Desirable

- ITIL Foundation and Service Offering and Agreements Qualification (Must give evidence of the exam certificate done by an authorised testing body, i.e. Pearson VUE, Prometric, etc.)
- Understanding of an IS Strategy and implications for infrastructure.
- Understanding of technical architectural issues.
- Excellent Communicator, written and verbal with a friendly and professional approach
- Good logical diagnostic skills and ability to exercise good judgement in the resolution of problems.
- Ability to multi-task in dealing with several different problems at a time.
- Ability to work under high pressure, meet deadlines, monitor and follow-up on pending matters under minimum supervision.