



Partner Africa

Ethical solutions in global trade

Job Description

Job Title:	IT Intern
Reporting to:	Management Information System Administrator
Area of Work:	IT Support
Place of Work:	Nairobi, Kenya
Contract:	Full time
Hours of Work:	37.5 hours Monday - Friday

1. Purpose

Partner Africa is committed to the continuous improvement of its operational and business models to ensure the improvement of the delivery of all our services and programmes.

The primary purpose of this role is in the areas of computer operations, user and desktop support (hardware and software), helpdesk, and data management. Monitors, operates, or coordinates and assists others in the operation of computer hardware, software, and peripherals in order to achieve desired results. Requires minimum supervision. Updates Management Information System Administrator on arising IT issues. This role is a key supporting role within our organization.

2. Key Responsibilities

- Installing and configuring computer hardware operating systems and applications where necessary
- Monitoring and maintaining computer systems and networks
- Troubleshooting diagnosing and solving network problems and issues related to ICT equipment
- Providing support, including procedural documentation and relevant reports where necessary
- Conduct periodic reviews of data integrity in the system and advises users on errors and omissions
- Taking staff through a series of actions, either face to face or over the telephone or via Skype/TeamViewer to help set up systems or resolve issues
- Testing and Evaluating new technology where necessary
- Setting up new users' accounts and profiles and dealing with password issues
- Responding either in agreed time limits to cases submitted
- Escalate IT issues to the Management Information System Administrator where necessary
- Carry out other Ad hoc duties as required by Management Information System Administrator

3. Travel

Limited domestic travel may be required



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4. Key Relationships

- Management Information System Administrator
- All staff

5. Expectations

It is expected that you will:

- Carry out these accountabilities within the operating and process frameworks that apply to the organization of Partner Africa
- Work together with all your key internal and external stakeholders within and outside the organization
- Exemplify Partner Africa's core purpose & values in practice

6. Profile: Experience and Behaviors

In order to succeed in this role, it is expected that the IT Intern will have:

- Minimum of 1-year experience in a technical support environment
- Ability to multitask - Sense of urgency; maintain a positive attitude
- Relevant IT degree/diploma or industry experience
- Strong PC skills for both Windows Operating System and Apple Operating System (e.g Ms Office Applications such as Excel, Word, etc.)
- Has excellent research, analytical planning and organizational skills
- Strong writing, presentation, communication in English
- A high level of drive, initiative, motivations, commitment and professionalism
- Demonstrates the flexibility and the ability to work in a multi-cultural and multi –national team
- Demonstrates commitment to working with a values-based organization
- Has the ability to work under pressure

Additional Knowledge Preferred but not Essential

- Experience or exposure of CRM database such as Salesforce
- Analytical skills with the ability to problem solve

Statement

This job description is issued as a guideline to assist you in your duties, it is not exhaustive, we would be pleased to discuss any constructive comments you may have. Because of the evolving nature and changing demands of our business this job description may be subject to change. You may, on occasions, be required to undertake additional or other duties within the context of this job description, and according to the needs of the company.

To apply, submit a CV and a 50 word motivational letter stating why you are the best candidate for the position to careers@partnerafrica.org with subject header "IT Intern".