

Job Description

IT Assistant

Department: Information Technology

Reports To: Deputy Manager IT

Job Summary:

The IT Assistant will support the IT department in various technical tasks to ensure seamless operations and robust IT infrastructure. Key responsibilities include troubleshooting hardware and software issues, providing technical support to staff, maintaining network systems, and assisting in the implementation of new technology solutions. The IT Assistant will also manage inventory of IT assets, ensure data security and compliance, and provide training on IT systems and tools.

A strong understanding of IT principles, excellent problem-solving skills, and the ability to work collaboratively in a fast-paced environment are essential. This role offers a great opportunity for growth and development in the IT field.

Key Responsibilities:

Technical Support:

- Provide first-level technical support to staff by troubleshooting hardware and software issues, ensuring minimal disruption to business operations.

Network Maintenance:

- Assist in maintaining and monitoring the company's network infrastructure, including servers, routers, switches, and other network devices.

Software Development:

- Contribute to the development, testing, and deployment of internal software applications. Write clean, efficient, and maintainable code.

System Administration:

- Assist in the installation, configuration, and maintenance of operating systems, application software, and system management tools.

Data Security:

- Implement and maintain data security protocols to protect sensitive information and ensure compliance with industry standards and regulations.

Graphic Design:

- Create visually appealing graphics and layouts for digital and print materials, including reports, presentations, and marketing collateral.

Social Media Management:

- Develop and manage the company's social media presence. Create and schedule content, engage with followers, and analyze performance metrics to enhance engagement and brand awareness.

Inventory Management:

- Manage IT assets, including hardware and software inventory, ensuring all equipment is properly accounted for and maintained.

User Training:

- Provide training and support to employees on the use of IT systems and tools, promoting best practices and efficient use of technology.

Project Support:

- Collaborate with the IT team on various projects, contributing to the planning, execution, and delivery of IT initiatives.

Qualifications:

Education: Bachelor's degree in Information Technology, Computer Science, or a related field.

Experience: Minimum of 1-2 years of experience in an IT support role.

Technical Skills:

- Proficiency in programming languages such as Python, Java, C#, or similar.
- Experience with database management and SQL.

- Knowledge of network protocols and troubleshooting tools.
- Familiarity with operating systems (Windows, Linux, MacOS) and common software applications.
- Understanding of cybersecurity principles and practices.
- Proficiency in graphic design software such as Adobe Creative Suite (Photoshop, Illustrator, InDesign).
- Ability to create visually compelling graphics and layouts.
- Experience managing social media accounts (e.g., LinkedIn, Twitter, Facebook).
- Ability to create engaging content and analyze social media metrics.

Soft Skills:

- Strong problem-solving and analytical abilities.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Detail-oriented with strong organizational skills.

Application Procedure:

Applications in the form of a cover letter, CV and qualifications must be submitted to hr@finre.co.zm in PDF format as a single document with name- Position as subject. i.e (John- IT Assistant). Only applicants that complete following steps above will be considered.

DISCLAIMER

By applying for the above-mentioned position, you consent to FinRe to conduct qualification, ID, criminal and reference checks (internal and external) which forms part of the Company's recruitment policy and procedure. Should you not receive a response to your application from FinRe within one month of this advert being placed, kindly consider your application as being unsuccessful. FinRe reserves the right to withdraw the vacancy at any time for whatever reason.

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Be advised that FinRe does not charge any fee at any stage of the recruitment process, and as such FinRe assumes no responsibility for any announcements or activities by such individuals or entities.