

VACANCY NOTICE

Applications are invited from suitable and qualified candidates to fill the position for which job descriptions have been provided below:

JOB DESCRIPTION

Position: ICT Support Assistant I

Post No.: BAGASOO GSC 01-2020 (Local)

Duty Station (Location): Abuja, Nigeria

Reporting Date: 1st April 2020

Duration: 3 years Fixed Term (with possible extension)

Eligibility: Applicant should be a national of any of the BAG member states legally resident in Nigeria.

Closing Date: 25th February 2020

DUTIES:

This is a General Service Category position under the office of the Finance and Administration Manager with direct supervision of the Aviation Software Developer.

The **ICT Support Assistant I** will be responsible for providing ICT and related general support services to the BAGASOO SECRETARIAT, ensuring a professional and efficient working environment. He/she will promote a client centric service, quality and results-oriented approach in performing the following key activities/duties:

1. Configure, Design, Deploy and Maintain office Local Area Network (LAN), Wireless Access Point, Firewalls and other communication equipment.
2. Install, configure and administer office servers and server software.
3. Repair and Supervise the maintenance of ICT equipment (hardware and software, Desktop, Laptops, Printers, Scanners etc.)
4. Troubleshoot hardware (Desktops, Laptops, iPad, Routers, Switches) and software (Microsoft Suite, Adobe, Microsoft Project, etc) used in BAGASSOO secretariat.
5. Maintain and supervise the repairs of electrical/electronic appliances and installation of inverter systems, UPS, wiring, ports, switches, and air-conditioning systems etc.
6. Install and upgrade various PC application software packages (Microsoft Word, Excel, Power Point) Adobe, Windows Patches and upgrade of Systems/Application for the different departments.
7. Assist the Aviation Software Developer in the development, update, enhancement of database systems and design of supporting software. The ICT Support Assistant 1 will also be responsible for creating software patches/update as instructed by the Software Developer or as documented in a software specifications document.
8. Assist the Aviation Software Developer in the authoring, documenting and printing of software and training packages.
9. Update maintain and upgrade BAGASOO website.
10. Implement and maintain appropriate backup and recovery procedures for office software and data as required.
11. Ensure that all computers are protected against security threats (viruses and malware) and that all updates are applied and installed regularly.
12. Daily follow-up and routine checks on all the office ICT systems to ensure error free ICT environment.
13. Administration of routine data backups and proper stock-keeping of office ICT related equipment and stock.
14. Provide assistance to the Aviation Software Developer in the provision of ICT support to office staff, guests, training participants, BAG Member State and CAAs.
15. Any other duties assigned by supervisors.

QUALIFICATIONS AND REQUIREMENTS:

Academic Qualification: Minimum of a diploma in Computer Science or Electrical/Electronic Engineering. Any BSc in engineering or related fields will be an advantage. IT Certifications in A+, CCNA and MCSA are of added advantage.

Experience required: Three years.

Job skills required (Technical):

1. Experience with network testing, cabling, and troubleshooting etc.
2. Experience with installing and configuring Network Routers and Switches
3. Experience with installation, repair and maintenance of office electrical and electronic installations (inverter systems, batteries, wiring, ports and switches)
4. Experience in client desk support and extensive knowledge of desktop applications: MS Office, Adobe, Outlook, anti-virus software, teleconferencing (Skype) etc.
5. Experience in administration of MS Windows Server operating systems (MS 2008 and above)
6. Experience in web and application development technologies
 - a. Frontend: HTML, CSS, JavaScript (React, Vue, jQuery etc.)
 - b. Backend: PHP (Laravel, Slim)
 - c. Database: MySQL, Oracle
 - d. CMS: WordPress, Joomla
7. Technical writing skills: Ability to express business and IT Problems and solutions in writing. Ability to Document Business needs and translate to IT requirements.
8. Ability to work with minimal supervision
9. Self-Motivated and Independent.

Supervisory responsibility: None.

Complexity of work: Complex and Multi-Tasking

COMPETENCIES

1. **Planning and Organizing:** The ability to set clear goals, prioritize, anticipate problems or risks and use time good time management.
2. **Judgment and Decision-making:** The person is in a role where he/she is expected to identify key issues quickly, gather relevant information, consider positive and negative impacts, check assumptions against facts and make tough decisions when necessary.

3. **Accountability:** The willingness and ability to accept responsibility for oneself taking ownership for actions and outcomes.

4. **Communication:** The ability to convey oral and written communication clearly and concisely; listening to understand and asking questions to verify. Fluency in oral and written English is vital.

5. **Technological awareness:** The willingness and ability to keep abreast of Technological advancement, understand the applications and limitations of technology, and actively seek to apply and learn about latest technology

6. **Client Orientation and Customer Service:** The willingness and ability to see things from the clients' perspective, anticipate client needs and concerns; find appropriate solutions for clients and keep clients informed.

Prospective applicants should submit their applications and resume to admin@bagasoo.org.
Deadline for submission is **25th February 2020**. Applications received after the closing date will not be considered. Note: E-Mail Subject should be **ICT Support Assistant I**