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## IT SUPPORT OFFICER JOB DESCRIPTION

**Location:** Kampala

**Job Type:** Full-time

### About Us:

Primacy ICT Solutions Ltd is a leading innovator, dedicated to providing top-notch ICT and digital services and solutions to our clients. Our team is driven by passion, innovation, and excellence, and we are looking for a skilled IT Support Officer to join our dynamic team.

### Job Description

We are seeking a highly motivated and technically skilled IT Support Officer to provide comprehensive support across our IT infrastructure. The successful candidate will play a crucial role in ensuring the smooth operation of our IT systems, including system administration, CCTV camera management, and programming support.

### Key Responsibilities:

- Provide technical support and troubleshooting for hardware, software, and network issues to our partners and clients.
- Perform system administration tasks, including user account management, system updates, and backups.
- Manage and maintain the CCTV camera systems, ensuring optimal performance and security.
- Develop and maintain scripts and small applications in at least two programming languages to support various IT functions.
- Monitor systems and website performance and security, addressing any vulnerabilities or issues.
- Assist in the implementation and documentation of IT policies and procedures.
- Provide training and support to staff/our clients on IT systems, websites and applications.
- Collaborate with the IT team on projects and initiatives to improve overall IT services.

### Required Skills and Qualifications:

- Bachelor's degree in Computer Science, Information Technology, Information Systems or a related field.
- Proven experience in IT support and system administration of at least 2 years.
- Strong knowledge of CCTV camera management and related software.

- Proficiency in at least two programming languages (e.g., Python, Java, C++, JavaScript, etc.).
- Excellent troubleshooting and problem-solving skills.
- Strong understanding of network protocols and security principles.
- Ability to work independently and as part of a team.
- Excellent communication and interpersonal skills.

**Preferred Skills:**

- Experience with Linux and Windows operating systems.
- Proficiency in Content Management Systems (CMS) skills such as WordPress is an added advantage.
- Knowledge of cloud services and virtualization technologies.
- Familiarity with ITIL or other IT service management frameworks.
- Certifications such as CCNA, CompTIA A+, Network+, Security+, or similar.

**What We Offer:**

- Competitive salary and benefits package.
- Opportunities for professional development and career growth.
- A supportive and collaborative work environment.
- Access to the latest technologies and tools.

**Application Guidelines:**

Ladies who possess the required skills and qualifications are encouraged to apply. Primacy ICT Solutions is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Interested candidates are invited to submit their CVs, a cover letter detailing their relevant experience, and any teaching or project portfolios to [info@ictprimacy.com](mailto:info@ictprimacy.com) with the subject line "IT Support Officer" by **14<sup>th</sup> June 2024, 5:00PM**