



## JOB DESCRIPTION – IT TECH SUPPORT ASSOCIATE

**POSITION:** IT Tech Support Associate  
**DEPARTMENT:** IT  
**REPORTS TO:** IT Infrastructure & Systems Admin  
**LEVEL:** Midlevel  
**LOCATION:** Juba, South Sudan



### ABOUT INKOMOKO

Inkomoko supports entrepreneurs - including refugees and displaced people - to grow their businesses in order to improve livelihoods and to create thriving communities.

Founded in 2012, Inkomoko has worked with nearly 60,000 entrepreneurs, and provides a combination of training, consulting, access to finance, and market-level systems change. Inkomoko has 350+ staff in 18 offices across Rwanda, Kenya, Ethiopia, and South Sudan with plans to reach 550,000 clients in the coming years.

Inkomoko opened as an INGO in South Sudan in July 2023 with headquarters office in Juba, and programming in Central Equatorial State and Upper Nile. In year one, we will serve 600 entrepreneurs. In order to achieve this, we are looking for highly-skilled colleagues to launch the company and expand the work in the coming years.

### ABOUT THE OPPORTUNITY & RESPONSIBILITIES

Inkomoko is currently seeking a qualified IT Tech Support Associate who will be responsible for ensuring the highest level of customer service to colleagues across South Sudan supporting their technology needs.

#### **Tech Support (40% time)**

- Manage and respond to IT requests using the IT Service desk management tool
- Continuous update of the IT Service desk knowledge base module
- Set up staff laptops, user accounts, email address, calendar access, and other company technology
- Train staff on use of company technologies, including Odoo ERP, G-Suite, calendars, and printers, Basic IT Skills, etc.
- Troubleshoot CRM/ERP and app problems for all users, particularly for high-value users like the Finance team, CEO/COO, and Managing Directors.
- Provide tech support to staff with the highest level of customer service, speed, and accuracy when problems arise for in-house and field staff
- Make proactive regular visits for the field offices as and when required
- Manage software upgrades

#### **Network Management (20% time)**

- Assist the IT Support team in management of office internet issues and office IT accessories to meet budget and business needs for offices across East Africa.
- Monitor the network on a daily basis; solve network problems as they arise, escalating problems or potential problems to the IT Infrastructure Admin, if necessary.
- Maintain the network configuration map and documentation of issues and solutions.
- Enforce Inkomoko ICT policy/usage with staff (i.e. personal downloads, etc.)
- Ensure Malware/virus protection is up to date on a bi-weekly basis to protect systems and data.
- Work on other projects as assigned that improve systems availability and security.



### Equipment Management (20% time)

- Purchase and manage staff laptops, printers, Tablets, Kindles, projectors, and all other technical assets within budget and specified timelines.
- Conducting quarterly preventive maintenance on all IT devices
- Keep accurate records of inventory and maintenance of all devices and ensure they are in good working order.
- Management of all repairs of staff laptops including use of a system to track the repair of all computers, including timeline for repair.

### Miscellaneous Tech Supports (20% time)

- Support M&E software, such as Kobo Toolbox, PowerBi, and other data collection and analysis software
- Manage company Zoom accounts, collaboration applications such as Slack, Microsoft Teams, and serve as tech admin lead at company meetings
- Manage projectors, tech setups for meetings, special events, retreats, etc.
- All other duties as assigned by the IT Infrastructure & Systems Admin



### CANDIDATE QUALIFICATIONS

Successful candidates will be passionate about the power of entrepreneurship to improve lives and communities. The Tech Support staff will be responsible for ensuring the highest level of customer service to colleagues primarily in South Sudan to support their technology needs.

- Three + years of work experience in tech support for a company in East Africa
- Bachelors' degree in IT or similar field
- Technical Expertise - Continuously updates one's own knowledge about new technologies and product modifications.
- Staff Support – Customer-service orientation to propose and create long-term technology solutions to solve team problems.
- Must speak fluent English and South Sudanese Arabic. Knowledge of other local languages is a plus
- Must be able to legally work in South Sudan.

### INKOMOKO VALUES

All staff at Inkomoko are connected to a shared set of organizational values:

- **Purpose:** be solutions-oriented and produce high-quality work in pursuit of our mission.
- **Achievement:** push yourself to reach beyond what you think is possible.
- **Improvement:** committed to continuous learning and growing through open feedback.
- **Bravery:** willing to take risks, speak up, create a safe space for others, be inclusive.
- **Turikumwe/Tuko Pamoja/ Abren Nen ("We are together"):** appreciate your colleagues, celebrate success, and support each other in hard times.

### WHAT YOU'LL GET

This role is a tremendous opportunity to work in a high-growth, mission-driven organization. Our compensation includes both a great culture and a competitive market-based package, including:

- Incredible company culture, including deep investment in your learning and growth, and a commitment to inclusion and diversity
- Opportunity to work with a talented, passionate, and committed team of professionals across the region
- Ability to make a significant social impact and contribute to economic growth
- Competitive salary, and potential KPI-based bonus
- Favorable policies like health insurance, staff savings program, parental leave, sabbatical program, and more.

### TO APPLY

To apply for this position please submit a cover letter, CV, and salary expectations via [www.inkomoko.com/careers](http://www.inkomoko.com/careers) by 19th September 2023.



Applications will be reviewed on a rolling basis and the expected starting month of this position is October 2023.

Hand delivery of applications should be done to INKOMOKO office, located at Afex Hotel, Juba.

If you have any questions, please address them to the Director of People & Culture [peopleteam@inkomoko.com](mailto:peopleteam@inkomoko.com)

DEADLINE: Open until filled. Please apply as soon as possible. Only qualified candidates will be contacted for additional information.

