Information Technology officer – Agribusiness Development Centre (ADC)

Background

The Agribusiness Development Centre (ADC) was formed in 2017 by its two founding members: Rabo Foundation and DFCU Bank with the aim of promoting Self Sufficiency in target customer segments towards Agricultural Transformation in Uganda.

This is being done through offering its chosen market segment (Farmer Based Organizations (FBO), Small and Medium Enterprises (SME) in agribusiness, and Savings and Credit Cooperative Societies (SACCOs) capacity building, business accelerator opportunities and facilitating relevant linkages through innovations and collaborations to grow, build and promote a prospect of a sustainable future.

ADC is also offering similar services on behalf of its partners through programs, projects, and short consultancies. These projects require Device, App and Platform support, they also require set-up of project liaison offices in the regions where the projects are being implemented. These projects involve system administration of platform instances and the driving on onboarding, digital literacy and user training necessitating an experienced IT professional to support Partner projects.

ADC is equally scaling to support the implementation of its strategic plan, it thus operations multiple digital hubs, remote kits and requires LAN set-ups, Cyber and Network Security, maintenance, extensions. This in addition to managing the Microsoft Enterprise Agreement to ensure full benefit of the existing package is critical achieving the ADC strategic plan.

Mission

We offer our chosen market segment capacity building, and business accelerator opportunities and facilitate relevant linkages through innovations and collaborations to grow, build and promote a prospect of a sustainable future.

Vision

The preferred partner in promoting Self Sufficiency in target customer segments towards Agricultural Transformation in Uganda.

Core Values

ADC is committed to upholding the following values:

- **Client Value Creation-**Empowering clients to become high performers in their enterprises by responsively and consistently delivering value.
- **Respect for the Individual-**Valuing diversity, and unique contributions while fostering a trusted, open, and inclusive environment that objectively promotes creativity.
- **Innovativeness-**Easy adaptability to new technologies, approaches, embracing change and creating solutions for clients.
- **Integrity –** Remaining ethically steadfast to inspire trust by being accountable and accepting responsibility.
- **Sustainability-** Fulfilling obligations of building resilient and self-sufficient enterprises, fulfilling commitments to members, planet protection, people, and communities.
- **Professionalism-**Building relationships, collaborations, and learning to deliver exceptional service to stakeholders without any subjectivity.

Position Summary

ADC is Implementing a Climate Smart Agriculture Training & Interventions Pilot Project in Coffee, Horticulture, Cereals and Dairy value chains. This project is to be Implemented in Eastern Ugandan, Western Uganda and some intervention pilots within the central region.

As part of the Project, ADC is piloting Yo-Waste App as one of the mitigant Demo for Environmental Waste Management, this will require End User Support to ensure the onboarding, utility among other.

The Information Technology (IT) Officer will support the above project in addition to any other ADC Project or program that will be assigned.

The ADC is thus seeking a qualified candidate for the position of IT Officer for projects and program tools and platforms system administration, set-up, and maintenance. To undertake end user support, management of IT Services in adherence to ITIL standards. Setup of LAN & Wireless Networks, web, mail & cyber-Security across the different project locations, Digital Hubs, and ADC Head office. The Officer shall manage the Microsoft Enterprise Agreement, refine, and keep up to date the Microsoft Azure Architecture, the ADC IT Device Estate and keep the same well patched and up to date.

Roles and Responsibilities

Reporting to the Project Manager Innovations.

The Information Technology Officer will have the following duties and responsibilities:

Project APP & Platform Support
1. Understand and support APP set-up, including device minimum requirements for the optimal running of the APP.
2. Support account creation, credential management for both APPs and Platforms for the different Projects and Programs as may be guided.
3. Support user queries on Project and program APPs and ensure proper utility and conclusive resolution of any System Issues through direct attendance and escalation to the right support teams.

Network & Security Management
1. Ensure best practice architecture for LAN and Wireless Networks for ADC offices, project offices and Digital Hubs.
2. Set up and Manage LAN and Wireless Networks for ADC offices, project offices and Digital Hubs.
3. Set Up and manage Web, Mail & Network security for ADC offices, project offices and Digital Hubs.
4. Set up the IT security policy, ensure adherence through Staff and user training.

IT Estate Management
1. Set up of ADC new staff/ contractor on the different platforms and IT devices.
2. Keep an UpToDate inventory of the ADC IT Inventory, including but not limited to aging, serials, insurance status, patch status, assigned ownership among others.
3. Ensure visibility, tracking and control of all ADC IT estate as well as training staff on Gadget & Device safe custody.

Internal IT Support
1. Periodically undertaking servicing of ADC IT equipment and ensure updating of the different software.
2. Attend to the Staff and project platform user IT Support requests.
3. Maintain a tacker for IT service request, including assignment, resolution and escalations.
4. Conduct Quarterly Survey on the Satisfaction of Users and ADC staff for the IT support service rendered.

System Administration
1. Administer Project and Program systems, platforms, and tools.
2. Support credential management for both Project and Program systems, platforms and tools as well as the ADC Servers, Routers, Managed Switches among others.

SLA Management
1. Manage and report on SLA compliance for IT system providers as well as the IT support SLAs to ADC internal and External users.
2. Track and management SLA Escalations according to the ITIL Framework

Reporting and Documentation
1. Ensure periodical submission of the IT Operations efforts in the period.
2. Document and update Architectures, as Builds among others.

ADC Promotion

1. Promotes the vision, mission, and strategic goals of ADC
2. Displays cultural, gender, religion, race, nationality, age sensitivity, and adaptability.
3. Create awareness of the alternative learning channels & programs as well as the scaling of ADC services

Other duties of the Information Technology Officer shall include the performance of all of the duties as may be assigned by the Project Manager Innovations or the Executive Director.

QUALIFICATIONS, EXPERIENCE, SKILLS, AND ATTRIBUTES

Qualifications
- Bachelor's degree in information technology, Business Informatics, Computer Science, or a related field.
- Training/ Certification in Microsoft administration (eg. Microsoft Azure, O365 fundamentals)
- Certification in Networking, Routing or Switching (eg CCNA, CompTIA Network etc.)

Added advantage certification or training.
- Project management Certification (eg. CAPM, PRINCE2, PMP,
- IT service Management Certification (eg. ITIL, ISO 20000, CompTIA IT fundamentals)
- Wireless or Security Certifications (eg. Bluecoat, Meraki, Huawei etc)
- Training/ Certification in Android Support
- Training/ Certification in Hardware Support (eg. DELL-EMC, HP, Fujistu, etc)

Experience
A minimum of 3-5 years' experience in IT internal or client Support, System Administration, IT projects, or end user computing
Experience in Stakeholder Management, project management, or Monitoring and Evaluation is an added advantage.

Skills

1) Outstanding internal & external Customer management skills
2) Must possess outstanding communication and listening skills.
3) Problem solving and management skills
4) Organization skills to ensure the success of projects delivered on time
5) Attention to detail to avoid slipping through the cracks which can derail progress, cost and time
6) Multitasking skills to handle demands from various people throughout the day
7) Design thinking, Innovation Road mapping, critical thinking and problem solving
8) Conflict resolution experience
9) Ability to tolerate stress

Attributes

i.   Demonstrates integrity, is fair, honest, and trustworthy with respect for confidentiality.
ii. Has purpose to be self-motivated and to drive business results, quick to find meaning for being flexible for client and business needs?
iii. A self-starter who goes above and beyond the expected requirements of the role

GENERAL INSTRUCTIONS

Interested candidates are required to submit their CV and a recent passport size photograph by the **31st of July 2023**, by email to: Jannet Nongom, Jannet.Nongom@adc.ug
or
1. **Physically to:**

Agribusiness Development Center
Plot 1 Mackinnon Road
P.O Box 116368 Kampala (U)

Only short-listed candidates will be contacted for further deliberations.

N.B: If you do not hear from us after 2 weeks of the deadline, consider your application unsuccessfull.

"We are an equal opportunity employer for this we encourage all to apply"