



Position Title: IT Technician

Location: Bryanston, Johannesburg

Reporting to: African Parks IT Manager

Type of contract: Full Time

Background

African Parks is a non-profit conservation organization that takes on the complete responsibility for the rehabilitation and long-term management of national parks in partnership with governments and local communities. We currently manage 22 national parks and protected areas in 12 countries covering over 17 million hectares in: Angola, Benin, Central African Republic, Chad, the Democratic Republic of Congo, Malawi, Mozambique, the Republic of Congo, Rwanda, South Sudan, Zambia and Zimbabwe.

Job Purpose:

Technically skilled with good problem-solving ability. The duties of an IT Technician include being a reference point for all IT related queries at the user level, responding to user needs in a timely manner and ensuring the optimal running of all systems, among other technical duties.

Installing and configuring computer hardware, software, systems, networks, printers and scanners:

- Installing computer hardware and associated software necessary for operations.
- Resolving computer problems, monitoring computer-processing systems, installing software and testing performance of computer equipment and programs.
- Attend to all computer breakdown/ repair maintenance call
- Offer suggestion for possible upgrades and change with IT equipment
- Performing diagnostic tests and debugging procedures to optimize computer systems.

Maintain high quality function of office Servers, Lan and Printers:

- Monitoring and maintaining of networks and servers.
- Assisting with network administration tasks
- Installing, updating, and configuring end-user networking accessories.
- Enhancing network security, as well as documenting network processes and cabling layouts.

Protect data from outside infiltration through encryption, secure data storage and other necessary means :

- Running regular checks on network and data security
- Implementing security protocols and procedures to prevent potential threats.
- Performing on-site troubleshooting/repair of defective/damaged hardware.

Office 365 + Azure AD - Provide IT advice and solution as required for effective office functioning:

- Full support on O365 tenant and Azure AD.
- Ensuring data storage is safe and secure.
- Provide first-level technical support on basic operational or maintenance of personal computers and /or peripherals using documented procedures and tools

IT Support :

- Daily IT support on Laptops, Desktops, Servers, Email, SharePoint and Printers
- Maintain and manage the IT infrastructure.
- Ensure that the IT policy is implemented and adhered to.
- In line with the IT policy, maintain the IT systems to ensure maximum availability and access and efficiency.
- Willingness to work after hours when required to.

Testing and evaluation of new technologies for AP. (Travel):

- Provided technical support to staff on the operational or maintenance aspects of IT equipment.
- Performing tests and evaluations on new software and hardware and other technologies.
- Design training program and workshop for staff – Travelling to Parks is required.

Device and Systems administration :

- Work closely with end users to administer multiple software systems used by African Parks.
- Manage users and devices accounts. Systems must be kept up to date with new users and devices
- Conduct device cost audits to ensure expenses are kept in check.

Procurement :

- Provide procurement support to Technology staff and parks.
- Ensure equipment purchased is to the AP standard and compatible with existing equipment on site.
- Ensure all procurement procedures are correctly followed.

Competencies, qualifications and experience needed for the role:

Required

- A Degree in Information Technology or any Microsoft certified qualifications like Office 365, Azure AD, MCSE – Core Infrastructure
- Minimum of 1-2 years of relevant experience in IT, computer networks and systems maintenance or relevant field
- Willing to travel to remote areas.
- Passion for Conservation and Wildlife
- Demonstrated ability to work under pressure and be flexible
- Analytical mindset and strong ability to prioritize
- Outstanding and demonstrated leadership skills
- Hands-on mentality
- Driver's license

Desired

- Must reside in RSA.
- Proven record in maintaining IT Structural integrity.
- Ability to transfer knowledge efficiently.
- Excellent interpersonal, communication, and collaboration skills.
- Highly proactive and solution-focussed.
- Office 365 and Azure AD Experience
- Windows Servers and deployment.

*To apply, please email your CV and cover letter to hadmin@africanparks.org by **02 February 2023**.*