



INKUNGA FINANCE Plc

BP 35 KIBUYE

TEL: 55114922; Mob: 07 88 68 58 77; 07 88 86 65 54

E-mail: inkungacoopec@yahoo.fr

JOB ADVERTISEMENT: IT OFFICER

INKUNGA FINANCE PLC is a microfinance institution working in Western Province with its Headquarters at Rubengera_Karongi district. It is licensed by National Bank of Rwanda. Our mission is to provide high quality financial services to small and medium entrepreneurs in order to contribute to the improvement of their socio-economic livelihoods while remaining viable and self-sufficient institution.

INKUNGA FINANCE PLC wishes to recruit a professional IT officer. The candidate should have required skills to deal with management information system of a banking institution.

Job summary

The IT Officer will monitor and maintain the computer systems and networks of the organization as well as providing quick and effective assistance to employees for the best use of the computer tools and solving all the IT related issues.

A. Job Descriptions and Key Responsibilities

The IT officer will be responsible for the following key tasks:

- ✓ Installing and configuring computer hardware, as well as its peripherals such as printers, scanners ..., operating systems and applications;
- ✓ Monitoring and maintaining computer systems and networks;
- ✓ Talking to staff/clients through a series of actions, either face to face or over the telephone;
- ✓ Troubleshooting system and network problems and diagnosing and solving hardware/software faults;
- ✓ Replacing spare parts that are faulty, in accordance to the cost effectiveness;
- ✓ Providing support, including procedural documentation;
- ✓ Supporting the roll-out of new applications and providing the necessary support to the end users;
- ✓ Setting up new users' accounts and profiles and dealing with password issues with effectiveness;
- ✓ Responding within agreed time limits to call-outs;
- ✓ Working continuously on a task until completion (or referral to third parties, if appropriate);
- ✓ Prioritizing and managing many open cases once at time;
- ✓ Rapidly establishing a good working relationship with customers and other professionals as well as the company partners;
- ✓ Testing and evaluating new technology;
- ✓ Conducting electrical safety checks on computer equipment and its peripherals.
- ✓ Record and manage the inventory of all IT equipment
- ✓ Attending to any other task that may be assigned by his/her line manager related to the work

f

