INTERNATIONAL INSTITUTE OF TROPICAL AGRICULTURE (IITA)
SHORT-TERM CONTRACT VACANCY ADVERTISEMENT

Ref: STS2023-006	**Position:**
	• **Information Technology Operations Assistant**
Location: Ibadan	Recruitment Type: STS-National (6-months renewable contract)
Date Posted: 6 April 2023	Closing Date: 13 April 2023

The International Institute of Tropical Agriculture seeks suitable applicants for the position below at the Institute's Headquarter in Ibadan:

Position: Information Technology Operations Assistant   (2 Positions)
Duration: 6 months' renewable
Location: Ibadan

DUTIES:

- Accurately document instances of hardware failure, repair, installation, and removal and pass it to the Supervisor where necessary.
- Recommend, schedule, and perform PC, hardware and peripheral equipment improvements, upgrades, and repairs.
- Work with end-users to identify and deliver required PC service levels.
- Install, configure, test, maintain, monitor, and troubleshoot end-user workstation hardware, networked peripheral devices, and networking hardware products, e.g., APs, switches, signage, printers, scanners and mobile devices.
- Log, receive and respond to incident/request/problem on SysAid.
- Assess malfunctions of computer hardware or software applications to determine appropriate actions to maintain computer and network operations.
- Manage IITA-User's account, both new and existing accounts related from onboarding to closure.
- Work along with the procurement processes of all equipment, IT consumables and materials from vendors to maintain essential items and complete jobs efficiently.
- Repair computers, peripherals, network equipment, software, printers, and A/V systems require a specialized computer and electronic repair skills to maintain computer and network equipment safely and in a functional operating condition.

- Patch computers, peripherals, printers, A/V systems, network equipment and software applications (e.g., upgrade and patch management etc.) to meet the computer processing needs of the users.
- Perform desktop fixes, including installing, upgrading, configuration parameters, systems and application software and check that anti-virus software and virus definitions are up-to-date.
- Perform any other job-related task as may be assigned by the Supervisors.

QUALIFICATION:

BSc/HND in Computer Science, Computer Engineering, Electrical & Electronics or any other related field with a minimum of two (2) years' experience performing a similar role in a well-structured environment.

COMPETENCIES:

The ideal candidate must:

- Have good communication skills (writing, reading, and speaking).
- Have the ability to use basic Microsoft software (word, excel, PowerPoint).
- Have good experience in data collection.

REMUNERATION:

We offer highly competitive salary with equally attractive benefits and excellent working conditions in a pleasant campus environment.

METHOD OF APPLICATION:

Interested applicants should complete the online application by attaching a detailed cover letter and curriculum vitae saved with their names in Microsoft word format to IITA website: http://jobs.iita.org/erecruit no later than One Week from the date of this publication. The application must include the names and e-mail addresses of three professional referees which must include the applicant's current or previous direct Supervisor, professional colleague, and evidence of current remuneration package.

IITA is an equal-opportunity employer and is committed to building a diverse workforce, particularly welcoming applications from women. While all applications will be acknowledged, please note that only shortlisted candidates will be contacted.