

APPENDIX I
JOB DESCRIPTION

Position title	IT Technician	Supervises • N/A
Location	AP HO	
Reports to	Regional Operations Manager	
Starting date	ASAP	
Job overview		
<p>The Role To provide a high standard of technical support, IT infrastructure operations for the Organisation through various channels and be the first point of contact for all IT issues for Parks and staff enabling them to operate in a highly efficient manner.</p> <ul style="list-style-type: none"> • Undertake an IT audit to assess the needs of each Park; • Design an IT infrastructure solution that will be implemented in each park; • Implement the IT infrastructure solution; • Maintain and manage the IT infrastructure; • Design a data recovery solution for each park and implement it; • Formulate the overall IT policy for the organization; • Ensure that the IT policy is implemented and adhered to; • In line with the IT policy, develop and maintain the IT systems to ensure maximum availability and access and efficiency; • Basic IT troubleshooting training for selected staff in the Parks; • Maintain equipment list for all Parks; • Ensure the network is operational during agreed access hours and resolve failure problems; • Standardization of various software in the parks (anti-viruses, teamviewer, operating systems); • Carrying out routine and ad hoc network management tasks including daily backups, anti-virus checking and other housekeeping tasks, ensuring preventable errors do not occur; • Optimize internet usage in the parks: user control, shaping of bandwidth etc; • Work in an advisory capacity to understand the Parks satisfaction needs and act as initial contact for escalations and staff issues; • Support and instruct pupils and staff in the use of the network, internet and software; • Will liaise with various IT suppliers: internet providers and hardware providers 		
Key relationships	Capabilities, competencies and experience needed for the job	
<ol style="list-style-type: none"> 1. APN IT 2. Malawi IT 3. Park Managers 4. IT Suppliers 	<ul style="list-style-type: none"> • Needs to be French speaking; • Extensive travel- 1 month on average per Park; • Degree in computing or equivalent level of knowledge and understanding gained by experience in a professional capacity; • Microsoft or Network certification in the server / network / desktop systems; • Experience of maintaining a range of networking and standalone hardware, and an ability to keep abreast of technology changes and innovation; • Experience of supporting a networked environment; • Experience of African IT support is desirable. • Highly proactive and solution-focussed; • Flexible, highly organised and able to multi-task and prioritise work to meet deadlines in a busy environment; • Helpful, approachable and positive nature and ability to stay calm and diplomatic under pressure; • Able to take ownership of tasks and work with minimal supervision; 	

	<ul style="list-style-type: none">• Have exacting standards and a keen eye for detail; •• Keen to learn and further develop own skills;• Exercises sound judgment, especially relating to confidentiality and discretion;• Have excellent inter-personal and communication skills;• Have a sound track record of successful administrative experience;• Be confident, creative and flexible in working with colleagues.
Key successes TBC	Key Performance Indicators for 2017 TBC