POSITION: ICT OFFICER
DURATION: ONE YEAR
SALARY: R22 000.00 per month

The African Tax Administration Forum [ATAF, www.ataftax.org] is a membership-based international organisation with international legal personality. Founded in 2009 as an association of currently 38 African tax administrations, ATAF strives to provide a platform to improve the performance of tax administration in Africa, driven by the firm conviction that efficient and effective tax administrations will enhance economic growth, mobilise domestic resources more effectively, increase accountability of the states to their citizens and ultimately improving the living standards of the people of Africa.

The Role
The ICT Officer role is to provide support for the implementation of the ICT strategy and policies within ATAF. S/he will support the effective functioning of ATAF's ICT infrastructure and information management tools. S/he will provide all round user support for ATAF staff, covering hardware and software. The incumbent, under the oversight of the Director: Research, will work closely with external IT service providers.

The ICT Officer is also responsible for developing, managing and maintaining the primary websites of ATAF. S/he will have a strong user understanding and demonstrated expertise in web content, usability, architecture, development and design.

Duties and responsibilities:

User/Network Support
The ICT Officer will be responsible for providing user and network support across ATAF business units for efficient and effective ICT service delivery and availability.

Infrastructure
The ICT Officer will implement and maintain ATAF’s network environment and minimise network downtime. S/he will resolve any network issues that may arise and connect all hardware to the network. S/he will provide network access to all staff and guests.
Duties

1. Systems Support and Administration
   a) Provide insight for the proper functioning of systems used
      • Perform regular checks for proper functioning of every System/device used
      • Monitor systems (email, website, Kissflow, etc.) performance and deviations from expectations
      • Sensitize and guide users on new applications and ICT policy
      • Compile periodic reports on availability of IT services and usage
   b) Provide technical support to end users and ensure IT services availability.
      • Attend to staff everyday ICT queries
      • Conduct first level trouble shooting of software and IT hardware failures
      • Maintain an issue/incident log that describes end user ICT related issues
      • Manage user accounts, create and reset accounts and passwords for users
      • Respond to users’ requests and liaise with second level support to resolve escalated issues
      • Prepare incident reports relating to service outages lasting beyond agreed timelines and submit to the Manager: ICT and Business Support
      • Document lessons learned and recommended action for future reference
      • Provide user training and support
   c) Maintain software and hardware in accordance with the ICT policies and operational guidelines in a multi-platform environment
      • Install authorized software and hardware
      • Upgrade software patches and hardware components
      • Supervise service providers in offering ICT related services / solutions
      • Identify and document user needs for IT related services
      • Keep track and account for all IT assets in custody
      • Coordinate the movement and repair of all IT assets
   d) Access Control and Securing the environment for ICT hardware and systems to enhance safety of IT assets
      • Set-up new users and manage ICT security, passwords and backups
      • Monitor the state of antivirus installed to have them up-to-date
      • Troubleshoot and resolve malicious software related tasks
2. Network Administration
   a) Participate in the IT network design and setup
      • Advise on the type of network that best suits the needs of ATAF
      • Assist in setting up and configuring the network, installing the hardware and rules.
      • Configuring end-points to connect via the network
   b) Provide network support and maintenance
      • Add and remove devices/applications on the network
      • Ensure internet access to users via both wireless and cable
      • Manage email access and usability by determining quota allocation by role/requirement, user addition/removal ad access
      • Provide virtual private network (VPN) service for ATAF users to access internal applications while offsite
      • Ensure network security and connectivity
      • Monitor network performance (availability, utilization, throughput and latency) and test for weaknesses
      • Identifying and solve any problems that arise with computer networks and systems

REQUIREMENTS

Qualification and Experience
A Bachelor's Degree / Diploma in Computer Science, Information System’s Management, Information Technology or Computer Engineering is required accompanied by 2 – 3 years’ general ICT experience. Knowledge in the most widely used technologies in business such as Cisco, Microsoft, etc. IT Service Management or Governance or Project Management Certification is desirable.

Skills required
• Hands-on experience of installing IT hardware and software
• Good knowledge of IT operating systems
• Project management skills
• Problems solving skills
• Attention to detail
• Good interpersonal and communication skills
• Good organisation and time management skills

Please submit your resume and motivation for consideration to newpositions@ataftax.org before close of business on **13 January 2020**. ATAF will only consider applications that meet the requirements. If you have not heard from ATAF by end of March 2020, please consider your application as unsuccessful. All enquiries must be emailed to pmaqubela@ataftax.org. ATAF Head Office is located at 333 Grosvenor Street, Hatfield Gardens, Block G – 2nd Floor, Pretoria, South Africa.