

Job Title:	Location:	Reporting to:	Reportees:
IT Associate	Ahaki Headquarters / Campus-Based (with potential field support)	IT Officer	
Cross-functional Coordination:		Supervises: :	
Academic Registrar, Communications Unit, Programme Leads, HR & Administration, Finance Team		N/A (may provide technical guidance to interns or support staff)	
Position Type:	Probationary Period:		
Full-Time	3 months for 1-year contract; 6 months for 2-year contract		

About Ahaki

Ahaki is a pioneering African Institute of Higher Learning and Civil Society Organisation committed to advancing specialised education, research, policy innovation, and advocacy at the intersection of health and social justice. Through an integrated, Africentric, and interdisciplinary approach to teaching and learning, Ahaki cultivates transformative leaders and change agents to champion equity and resilience across African health systems.

As a dual-mandate organisation, Ahaki influences both policy and practice, strengthening institutions, empowering communities, and driving inclusive governance that prioritises Africa's most marginalised populations.

Role Purpose

The IT Associate provides hands-on technical support for Ahaki's information systems, hardware infrastructure, user support services, and digital operations. This role ensures seamless operation of the Institute's computing environment, learning management systems, cybersecurity safeguards, and IT-enabled institutional processes.

Working across academic and civil society functions, the IT Associate supports a blended and distributed work environment, enhancing productivity, system resilience, and institutional security

Key Responsibilities

1. User Support & Helpdesk Administration

- ▶ Serve as the first point of contact for technical support requests from staff, students, and faculty.
- ▶ Troubleshoot and resolve issues related to hardware, software, printing, network access, and user accounts.
- ▶ Maintain a user support ticketing system and ensure timely response to all issues logged.
- ▶ Provide technical onboarding for new staff, including email setup, file access, and device configuration.

2. Network & Systems Administration

- ▶ Maintain and monitor local area networks (LAN), internet connectivity, Wi-Fi access points, and related infrastructure.
- ▶ Support configuration, deployment, and patching of institutional laptops, desktops, printers, and servers.
- ▶ Work with the Systems Manager to maintain firewalls, access controls, and network performance.
- ▶ Document all network layouts, hardware inventories, and access permissions.

3. Systems Security & Data Protection

- ▶ Support implementation of cybersecurity protocols including antivirus, encryption, password policies, and data backups.
- ▶ Maintain vigilance over potential system vulnerabilities and escalate risks to the Systems Manager.
- ▶ Enforce institutional protocols for safe file sharing, system access, and password hygiene.
- ▶ Participate in data protection training and ensure end-user awareness of IT governance policies.

4. Learning Management & Digital Platforms

- ▶ Provide basic technical support for Ahaki's Learning Management System (e.g., Moodle, Google Classroom, or other).
- ▶ Assist in the configuration and updating of virtual learning environments.
- ▶ Support audio-visual setup and live-streaming for lectures, webinars, and online learning sessions.
- ▶ Help manage institutional Zoom, Teams, Google Workspace, or other collaboration tools.

5. Hardware & Asset Management

- ▶ Maintain the IT asset register, tagging, and tracking of all issued devices.
- ▶ Support procurement, testing, installation, and disposal of ICT equipment.
- ▶ Coordinate periodic preventive maintenance of computers, projectors, routers, and backup power systems.
- ▶ Liaise with vendors and suppliers for equipment servicing or warranty claims.

6. Institutional Systems Support

- ▶ Support integration, updates, and administration of Ahaki's information systems (HRIS, MIS, Finance ERP, CRM).
- ▶ Assist in training end users on basic system usage and good digital practices.
- ▶ Support data migration, backups, and system documentation for continuity.

7. IT Policy Implementation & Documentation

- ▶ Support the enforcement of IT policies, SOPs, and standardisation frameworks.
- ▶ Maintain technical documentation, FAQs, manuals, and user training materials.
- ▶ Support digital audits, IT inventory checks, and incident reporting in compliance with internal controls.

8. Innovation & Special Projects

- ▶ Participate in the development and roll-out of new digital platforms, apps, or pilots aligned with Ahaki's innovation agenda.
- ▶ Assist in testing and feedback loops for systems under development (e.g., research platforms, digital dashboards).
- ▶ Contribute to digital literacy sessions and innovation clubs across student and staff groups.

Supervisory Responsibilities

None (may provide mentoring or day-to-day support to interns, fellows, or temporary staff)

Person Specification – Core Competencies & Experience

▶ Qualifications

- › Bachelor's degree in Information Technology, Computer Science, Information Systems, or related discipline.
- › Certifications in CompTIA A+, Network+, Microsoft, Linux, or Google Workspace (desirable).
- › Cybersecurity, cloud computing, or systems administration certifications are an added advantage.

► **Experience**

- › Minimum of 2–4 years' experience in IT support or systems administration in a multi-user environment.
- › Experience supporting both Windows and Linux operating systems.
- › Exposure to educational technologies, cloud platforms, and hybrid IT environments.

► **Technical Competencies**

- › Troubleshooting proficiency in networking, hardware, and basic server management.
- › Familiarity with Google Workspace, Microsoft 365, remote support tools, and collaboration software.
- › Understanding of data backup solutions, endpoint protection, and cyber hygiene practices.

► **Soft Skills**

- › Excellent communication and user-facing support skills.
- › Strong attention to detail, documentation, and organisational follow-through.
- › Ability to work under pressure, across multiple tasks, and in a collaborative, cross-cultural environment.
- › A proactive, service-oriented mindset with discretion and professionalism.