JOB OPPORTUNITIES

The Lutheran World Federation (LWF) Uganda is part of the Lutheran World Federation Department for World Service (LWF-DWS), an international humanitarian and development agency. LWF World Service partners include Lutheran Churches and their related agencies, the European Commission (ECHO), the US Government (BPRM) and UNHCR among others, with whom LWF World Service is a key implementing partner. For more information about LWF World Service, please check; https://www.lutheranworld.org

LWF-Uganda also has a successful track record responding to refugees in Uganda. It currently supports Congolese and South-Sudanese refugees living in settlements in the districts of Kamwenge, Adjumani, Moyo, Hoima and Lamwo. For more information about LWF-Uganda, please visit; uganda.lutheranworld.org.

LWF Uganda is looking for mature, qualified and experienced persons for the following positions:

Job Title: IT Technical Support (1 Position)
Duty Station: Kampala
Reports To: IT Manager

Essential Job functions:

- Installs and configures computer hardware operating systems and applications;

- Maintains network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vendor;

- Provide support to all users through face-face discussions or over the telephone to enable them solve their IT challenges;

- Troubleshooting system and network problems and diagnosing and solving hardware or software faults;

- Replacing faulty computer parts as required;

- Secures network by developing network access, monitoring, control, and evaluation; maintaining documentation;

- Maintains network and system security and make recommendations for future upgrades;

- Troubleshoot problems reported by users and analyze and isolate issues;

- Ensure network connectivity throughout LWF's LAN/WAN infrastructure is at par with technical considerations;

- Administer servers, laptop and desktop computers, printers, routers, switches, firewalls, phones, company mobile phones, security updates and patches.

Education, Knowledge & Experience

- Bachelor degree in Computer Sciences/Information Technology;

- At least 3 years' relevant work experience;

- Specific experience with Microsoft Operating Systems and Microsoft Exchange Servers;

- Specific experience with Symantec Backup Exec;

- Experience with Cisco ASA firewall technology and Cisco switching and routing.

How to apply:

Interested applicants should submit an application letter together with curriculum vitae, copies of academic documents/transcripts, names and contact details of three referees to the undersigned by email via *recruitment@lwf.or.ug*

Hand delivered applications can also be sent to our Offices in Kampala. Please indicate the position you have applied for on the top of the parcel addressed to:

The Human Resource Manager
Lutheran World Federation
Plot 1401, Ggaba, Road after the American Embassy
P. O. Box 5827
Kampala, Uganda.

Deadline for receiving applications is **Friday 27th July 2018**