



African Centre for Treatment and Rehabilitation of Torture Victims

ADVERTISEMENT FOR POSITION

The African Centre for Treatment and Rehabilitation of Torture Victims (ACTV) is a Non-Governmental organisation in Uganda which commenced operations in 1993 whose mandate includes advocacy against torture and provision of physical and psychological treatment and rehabilitation, social support and legal services to survivors of torture.

ACTV is seeking to recruit a dynamic, energetic and result oriented individual for the position of:

INFORMATION & COMMUNICATION TECHNOLOGY ADMINISTRATOR

Position	ICT Administrator
Directorate	Information, Communication and Technology
Responsible To	Chief Executive Officer
Responsible For	Information Technology (IT) Officer
Working Relationships	Internal: Head of Departments / Staff
	External: Government Officials/Development Partners/ Service providers/ Survivors of Torture

MAIN PURPOSE OF THE JOB

To provide a range of services to promote and support the use of ICT systems and facilities within the various departments of ACTV in line with the ICT strategies and guidelines.

DUTIES AND RESPONSIBILITIES

1. **Assist with the development, implementation and review of ICT systems and procedures as below:-.**

- Identify and evaluating system procedures to meet specific operational needs and to recommend best practices.
- Conduct the installation, testing and implementation of new ICT systems, and the continuous development and support of existing systems.
- Provide a range of system administration services which fully meet the needs of ACTV
- Enforce guidance notes and rules for users
- Participate in the development of user programs appropriate to the various needs
- Maintain appropriate records and best practice procedures.
- Improve the various ACTV activities through the specification and design of solutions which enhance and explore systems and software packages in use , for example, spreadsheets, word processing, databases and outputs, and undertaking or assisting in their development and implementation
- Participate in the development, implementation and review of divisional, departmental and corporate ICT projects in a lead or supporting role, including liaison with other project stakeholders and the completion of specified work packages.
- Assist with the retrieval of management information and the development of operational reports to facilitate service delivery and performance monitoring.

2. Participate in drafting the ICT budget for ACTV and make orders of required items as per the organisational goals.

- Set guidelines on ICT purchases
- Prepare ICT budget.
- Assist users with the procurement of ICT goods and services.
- Identify and recommend appropriate options for required systems and software packages at the best prices.
- Identify vendors for ICT services and products.

3. Operation of ACTV web Site

- Supervise website development for the organisation

- Purchasing a domain name and source for service providers
- Make recommendations regarding company-wide system upgrades and execute upgrades.
- Reloading software on the workstations on a regular basis

4. Management and maintenance of Web site and data.

Reloading software on the workstations on a regular basis

- Maintenance of the website, and updating the information on a daily basis.
- Be a liaison between the website host and the organisation.
- Troubleshooting in case of website malfunction.
- Ensure that all departments are connected to the intra and internet
- Monitor content coming into and out of the organisation to ensure data integrity and confidentiality.
- Effective management of database for ACTV clients and creating systems that enable remote work.
- Participate in data and system audit and quality initiatives, including the formulation of appropriate mechanisms to monitor their efficiency and effectiveness and agreeing supporting procedures and corrective measures.
- Be familiar with and adhere to legislation and policies relating to Data Protection, Freedom of Information and Information Security and other legislation relevant to ICT.
- Make recommendations to management team regarding company-wide system upgrades and execute upgrades as passed by the management team.
- Reloading software on the workstations on a regular basis.

5. System Training and Support

- Provide second line support, advice and guidance to all appropriate system users, remotely or on-site
- Participate in the development and delivery of end user training for ICT systems, including the development of supporting procedures and training materials where appropriate.
- Teach staff on how to use the IT systems.
- Assisting users with using computers, printers and scanners - logging on to the network, using e-mail and operating the software (Word, Excel, PowerPoint, FrontPage, Internet, etc.).

- Provide walk-in introduction and safety training for all new & existing staff on digital safety and organisation security.
- Providing support to users for enhanced performance.

Minimum Academic Qualifications:

- Bachelor’s degree in Information Technology, Management, Computer Science from a recognised university.

Additional Qualifications:

- Professional IT Qualification e.g., MSCE, CISCO, ORACLE
- Maximum understanding of UNIX based languages such as Linux, etc.

Minimum working Experience:

- At least four years working experience in the same position

Special Knowledge Required

- Experience in advising and supporting users, development, implementation and on-going systems administration of ICT systems, preferably in an NGO environment.
- Strong knowledge of office operations and computer technology.
- Extensive knowledge in the maintenance of data bases.
- Experience in the set up & maintenance of servers.
- Good organisational, attention to detail and co-ordination skills; ability to work calmly under the stress of conflicting deadlines and assignments.
- Ability to work independently with zero supervision, exercise good judgment and maintain complete confidentiality.
- Flexible in approach and receptive to new ideas and ways of working
- Reasonable knowledge of Web technologies, protocols, and tools.
- Better understanding of Open-Source software, digital safety and organisational security.
- Highest understanding of virtualisation and all its concepts.
- Programming experience and ability to use more than one operating system software.
- Good communication skills

- Ability to train users on how to use a variety of software applications
- Must be able to check and respond to e-mail frequently throughout the day even when not scheduled to work.
- Must be able to coordinate department to department as needed to assist technology users in the organisation.
- Ability to analyse business problems and recommend suitable ICT solutions where appropriate.
- Ability to be a self-starter and work on own initiative, but also work closely with others.
- Ability to understand users' concerns, anxieties and skills, limitations, and respond to them appropriately.
- Ability to impart knowledge and encourage others; prepare and deliver effective reports/presentations in one to one, group and formal settings.
- Ability to understand and interpret technical information and share information with non-technical users.

Key Skills Required

- Strong communication skills – written and verbal
- Good organisational skills

Other Qualities/attributes

- Proactive
- Representational qualities
- Creativity and innovativeness

ACTV Vision is A World Free from Torture

ACTV Mission is to advocate against torture, gender-based violence and other forms of violence and provide holistic care to survivors.

ACTV Core values are:-

- Teamwork,
- Integrity
- Professionalism
- Compassion

How to apply

Interested applicants should send their applications to the email addresses below: -

actv@actvuganda.org and ceo@actvuganda.org addressed to the

Chief Executive Officer

African Centre for Treatment and Rehabilitation of Torture Victims (ACTV)

Block 207, Plot 2756 Gayaza Road-Kanyanya

P.O. Box 6108

Kampala

Uganda

Deadline for submission is 4th September 2021.