IT Applications and Support

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Company: Dangote Group

Location: Ndola

Category: other-general

1. **System Administration and Infrastructure management** ERP SAP administration, Windows based applications, Service Desk (Fresh Service) management, and procedure documentation.

2. **IT Service Management**

· Issue resolution and communication, manage inbound and outbound communication with end-users, communicate faults or incidents to end users and or stakeholders and provide periodic feedback and fostering enhanced collaboration within the IT team.

· Keep end-users informed about new technologies and best practices that can enhance their efficiency - Provide input to relevant IT teams regarding possible enhancements to existing systems/products based on user queries and feedback.

3. **Customer satisfaction**

· Administer internal customer satisfaction surveys to gather feedback on IT services.

· Analyze survey results and implement improvements to enhance overall user satisfaction.

4. **Training and User Support**

· Assist in developing and administering training programs for end-users, providing relevant self-help tips.

· Keep end-users informed about new technologies and best practices that can enhance their efficiency.

5. **Service quality management** management of services that we offer to local internal clients (DCP staff), relations with HQ – IT resources, and relations with third parties or vendors.

6. **Human Resources management** – ensure professional peer to peer engagement within the team, and an ability to manage colleagues upwards and downwards.

7. **Training – in-house training with the team** – training of general staff and refresher trainings of systems. Training users on how to resolve easy tasks, formulate self-help brochures to circulate with staff.

8. **IT Compliance**

· User account management, access management, monitoring, and ensuring compliance with security policies.

· Conduct regular audits of user accounts to maintain data integrity and security.

· Facilitate resolution of audit queries, enforce IT policies, monitor adherence, ensure backup of key systems, licensing, business continuity etc.

9. **Reporting** - Prepare and submit periodic management reports to the Plant IT Coordinator, summarizing key IT performance metrics, issues, and resolutions.

10. **Ad Hoc Duties** – Perform any other duties as assigned by the Plant IT Head, contributing to the overall effectiveness of the IT function.

Requirements

· Bachelor's degree in Information Technology or Computer Science or related field of study.

· At least 3-5 years' experience in systems, service management and hardware support

· Proven experience and success with general IT support to end users

· Professional qualifications such as MCSE, A+ and ITIL. CCNA certification will be an added advantage.

· Ability to quickly learn new or unfamiliar technology and products using documentation and internet resources.

· Customer service orientation and technical experience

· Strong knowledge and experience in supporting Windows applications, ERP - SAP, network connectivity troubleshooting.

· Good knowledge of relevant hardware support and installation procedures.

· Good knowledge of IT infrastructure and applications.

Strong problem solving and analytical abilities.

Benefits

· Medical Insurance Cover

· In-House Pension Scheme

·   Production Bonus

·   Life Assurance

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