

## IT Applications and Support

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Company: Dangote Industries Limited

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.

**10Ad 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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