Position: ICT Intern

The ICT Department at Arrupe Jesuit University is looking for a competent and passionate undergraduate student who can work as a ICT Intern (industrial attachment). The applicant must be studying towards a bachelor's degree in Computer Science, Information Technology or equivalent in Zimbabwe. The Intern will be reporting to the ICT Administrator.

Duties and Responsibilities

The Intern's duties and responsibilities will include:

- Provide technical support to end-users, troubleshooting and resolving hardware and software issues effectively and efficiently.
- Assist in the installation, configuration, and maintenance of computer systems, including hardware and software.
- Collaborate with the ICT team to ensure network infrastructure, including routers, switches, and servers, is properly maintained and operational.
- Assist with software installations, updates, and patches, ensuring compatibility and system integrity.
- Assist in managing data backup and recovery processes to maintain data security and integrity.
- Assist in the documentation of IT procedures, system configurations, and troubleshooting guides.
- Support inventory management of IT assets and equipment, including tracking and maintenance.
- Assist in user account management, including account creation, access management, and password resets.
- Provide technical assistance promptly and professionally to ICT related queries received through various channels such as phone calls and emails.

Person specification

- Basic understanding of computer hardware, software, and networking concepts. Familiarity with operating systems, productivity applications, and troubleshooting methodologies. Knowledge of programming languages and database systems will be an advantage.
- Strong analytical and problem-solving abilities to diagnose and resolve technical issues efficiently.
- Excellent verbal and written communication skills to effectively interact with end-users and communicate technical information clearly.

- Willingness to work collaboratively with colleagues and contribute effectively as part of a team. The ability to share knowledge, seek assistance when needed, and actively participate in team discussions and projects.
- Strong organizational skills to manage multiple tasks, prioritize work effectively, and meet deadlines.
- Attention to detail and the ability to maintain accurate documentation important for tracking and resolving issues.

To apply:
Applicants must submit an application with the following documents: application letter, an internship eligibility letter from the applicant's university/college, certified copies of academic certificates, national identity card/International passport, birth certificate and detailed curriculum vitae to:

The Human Resources Officer
Arrupe Jesuit University
16 Link Road
Mt Pleasant
Harare

OR

Email applications to hr@aju.ac.zw

The closing date for receipt of applications is **Wednesday, 21 February 2024**. Only shortlisted candidates will be contacted for an interview. The successful candidate will be expected to hold the position of ICT Intern for one year.

Further inquiries or questions about this advert should be directed to Human Resources Officer through the email address: **hr@aju.ac.zw.**

NB   AJU is an equal opportunity employer as stipulated by its non-discriminatory policy.

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