

JOB VACANCIES

The Tobacco Commission was established by an Act of Parliament under the Tobacco Industry Act No. 10 of 2019. The Commission is responsible for the provision of regulatory services, promotion and development of the Tobacco Industry in Malawi. In order to efficiently and effectively execute its mandate, the Commission is inviting applications from suitably qualified candidates of Malawi origin to fill the following vacant

ICT SUPPORT OFFICER

JOB FUNCTION

Reporting to the ICT Manager, the ICT Support Officer is responsible for effective provision, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure at the Divisional level so as to ensure that system hardware, operating systems, software systems, and related procedures adhere to organizational values, enabling staff, and other

DUTIES AND RESPONSIBILITIES

1. Provide first point of IT Support contact for all staff.
2. Installing and configuring computer hardware operating systems and applications.
3. Network installation and maintenance and monitoring
4. Domain setup maintenance applying and complying with policies user names and passwords
5. Ensure system and data security firewall and antivirus is maintained at a high standard, ensuring the integrity of network is not compromised.
6. Ensure availability systems web and emails

7. Monitor performance of systems, network, ensuring issues are appropriately escalated and resolved.
8. Expedite the repair and maintenance of hardware faults and software configuration problems, applying of patches, notifying or forwarding to relevant suppliers in a timely manner.
9. Provide technical assistance to project teams and undertake technical project roles when required; supporting the roll-out of new applications, emails and other solutions.
10. Assist with ongoing development of related firm policies and procedures, including appropriate controls around organizational change management.
11. Assist in hardware and software procurement.
12. Communication Systems PABX and phone systems, Cellphone and Walkie Talkies call logging Reports
13. Domain Controller and Active Directory
14. Training new user and IT orientation

QUALIFICATIONS AND EXPERIENCE

1. The candidate must possess at least a Bachelor's degree in Computer Sciences or Information Technology or business information systems and related professional qualifications.
2. At least 2 years' experience of exposure to both in-house or outsourced systems, multiple hardware platforms, and integrated information management systems.

PERSON SPECIFICATIONS

The desired candidate must meet the following person specifications:

1. Ability to deal with complex issues and solve problems
2. Ability to make decisions and sound judgment.

3. Must possess excellent interpersonal and communication skills as he /she will be required to regularly provide advice and recommend actions involving rather complex issues to people not familiar with the terminology and concept;
4. Ability to work under pressure in order to meet deadlines
5. Effective supervisory capabilities

METHOD OF APPLICATION

Eligible candidates meeting the specified qualifications and experience should submit their applications, enclosing Copies of Certificate and a detailed Curriculum Vitae with names and contact details of three traceable referees by **23rd July, 2021** to:

**The Chief Executive Officer,
Tobacco Commission,
P.O. Box 40045,
Kanengo,
LILONGWE 4.**