**THE NATIONAL HUMAN RIGHTS COMMISSION**

**National Secretariat, Kotu (Opposite DSTV), KSMD**

**Telephone: 4461713 / 4461717**

# VACANCY ANNOUNCEMENT

## Background

The **Information Technology Assistant** provides first-line technical support to keep the NHRC's computing systems running smoothly. He/she will primarily support the Senior IT Officer in the management and maintenance of the Commission's IT infrastructure, including Local Area Networks (LAN), Telephony & Telecom Systems, Internet Access, operations support applications, audiovisual equipment, conferencing tools and equipment, electronic and IT systems, servers, and cloud-based solutions.

## Applications are invited from suitable candidates for the position of IT Assistant

Under the supervision of the **Senior Information Technology Officer,** the IT Unit plays a key role in supporting the effective implementation of the mandate of the National Human Rights Commission (NHRC) through the provision of reliable information technology services, systems support, and digital solutions.

The successful candidate will work within the IT Unit of the NHRC and report to the **Senior Information Technology Officer**, who will provide overall supervision and guidance.

## DUTIES & RESPONSIBILITIES

1. S/He shall assist the Senior IT Officer in undertaking appropriate maintenance and servicing of NHRC's ICT infrastructure and providing technical support in coordinating and implementing required IT solutions and services;
2. S/He shall help to manage and support NHRC's technological infrastructure, install, set up, configure hardware and software, troubleshoot software, network and system issues, and maintain data security through backups and access controls;
3. S/He shall assist users with regular technical requests and manage IT equipment inventory;
4. S/He shall provide support for telecom matters for the NHRC as well as data and Internet service matters among others;
5. S/He shall ensure seamless operation and integration of appropriate technology in the Commission's infrastructure to enhance employee operations, productivity and visitors' experiences;

**Scope of Work:**

1. The position's primary focus is on provision of basic computer repair and hardware maintenance, network/connectivity troubleshooting support, basic printer support & maintenance, user and desktop support (hardware and software) and CCTV support services;
2. Perform a variety of information technology support duties to ensure smooth delivery of technology services for the NHRC;
3. Monitor, operate, or coordinate and assist others in the operation of computer hardware, software, applications, and peripherals to achieve desired results.
4. Update supervisor on status of support work;

**Key Responsibilities**

- **User Support & Basic Repair:** Acts as the first point of contact for employees experiencing technical issues, assume hands-on responsibility for diagnosing and performing basic computer repair, component replacement, and to resolve hardware issues (problems related to computers, printers, ICT equipment), software, and network issues either in-person, or via remote tools, while maintaining records of all reported cases whether resolved or pending;

- **Network & Connectivity Troubleshooting Support**

  Provide dedicated network/connectivity troubleshooting support to resolve local area network (LAN), and WAN, ensuring employees experience minimal downtime;

- **Troubleshooting ICT systems**

  Perform troubleshooting for technical and operational issues with the ICT systems to ensure that employees can work efficiently without interruption;

- **Hardware & Software Setup**

  Install, configure and maintain NHRC-issued computers, and mobile devices; deploy operating systems and necessary applications;

- **Network & System Assistance and Administration**

  Help in setting up, configuration, administration and maintenance of LANs and Wi=Fi. S/He will ensure Internet connectivity, server stability and server availabilities (local and online hosted) while assisting with routine data backups;

- **IT Security & Data Protection**
  Support in implementing security protocols, including firewalls, antivirus updates, and routine data backups to prevent data loss;
- **Asset Inventory Management**
  Help in managing IT equipment inventories, track and document IT assets, manage software licenses, and coordinate with vendors for repairs or replacements and set up hardware/software for new employee onboarding;
- **System Maintenance**
  Perform routine updates, maintain email systems (e.g., Microsoft 365, corporate antivirus software), and evaluate new tech solutions to improve operational efficiency;
- **Creating performance reports**
  Create performance reports by monitoring and resolving issues in the NHRC's computing systems and generate periodic reports which could support key performance indicators analysis and help in identifying potential vulnerabilities in the NHRC's IT infrastructure for prompt remedy;
- **Employee Training**

Support the training of Commissioners and staff in ICT applications, cybersecurity, IT best practices and the usage of standard communication and productivity tools. to increase ICT awareness, enhance data security practices and acquaint users with new applications, tools and systems;

- **Preventive Maintenance & Documentation**
  Develop and execute a routine preventive maintenance schedule for all computers, printers, and network peripherals to preempt hardware failures and maintain a knowledge base or FAQ log for recurring technical issues;

**Provide Support for NHRC's Cloud Service of Microsoft 365 Business Standard or other cloud service providers including:**

- Setup a shared Outlook/Teams calendar, manage system integration and cloud storage solutions;
- Create a secure and efficient digital workspace for commissioners and staff through efficient utilisation of Microsoft 365 Business Standard, and implement a shared Outlook/Teams calendar, and developing an IT Data Security Policy;
- Provide first-level IT support and contribute to strengthening the Commission's overall digital infrastructure and data security;
- Support the IT Unit, Communications and Media and LID teams to ensure that Commission's website and other online application portals and infrastructure are technically maintained and secure, supporting the Commission's communication needs;
- Work closely and reporting to the Senior IT officer;

**QUALIFICATION & EXPERIENCE**

**Bachelor's degree** in Information Technology, Information Systems, Computer Science, or a related field with at least Three (3) years of relevant experience in IT support, network administration, or systems administration and management;

**Or Diploma** in Information Technology, Information Systems, Computer Science, or a related field **with at least five (5) years of professional experience;**

Experience in web and applications development will be an added advantage;

**PERSON SPECIFICATION**

Strong working knowledge of operating systems (Windows, Linux, macOS), computer networking, computer security, and Microsoft 365 administration;

Basic hardware repair/troubleshooting techniques, and cybersecurity tools;

Strong analytical abilities and diagnostic to identify root causes, isolate, and resolve technical issues quickly and implement both short- and long-term fixes;

Strong problem-solving abilities, excellent interpersonal working relationship skills;

**Certifications**

Relevant certifications like CompTIA A+, Network+, Cisco Certified Network Associate (CCNA), Microsoft Certified Professional (MCP), Azure Administrator are highly preferred;

**Essential Professional Skills & Knowledge**

- Strong knowledge of IT infrastructure, including servers, network infrastructure, wireless applications and security systems;
- Experience in website hosting and maintenance is an advantage;
- Experience with digital strategy development and implementation;

- Familiarity with audiovisual and interactive technologies;
- Knowledge of data protection regulations and compliance requirements;
- Strong proficiency in Java and Python development;
- Fluent in Unity, MAX/MSP, Unreal Engine or the various versions of C/C++ is added advantage;
- Ability to re-write code for exhibits to update hardware technology and integrate with new systems;
- Experience in full stack development (frontend and backend systems).
- Experience with web frameworks and enterprise application development;
- Familiarity with version control systems (e.g., Git) and DevOps practices is an advantage;

Some experience in developing special effects technology, software-to-hardware preferred

**IMPORTANT INFORMATION FOR APPLICANTS**

Deadline for submission of Application: **Friday, 13th November 2026** at **12pm.**

**Remuneration: A competitive compensation and benefits package will be offered to the successful candidate.**

Applications along with relevant supporting documents including names and contact details of two referees and clearly marked: **"Application for Information Technology Assistant",** should be addressed to: **Executive Secretary, National Human Rights Commission, National Secretariat, Kotu -** Google Code: **C7WR+WFQ.** Applications can be submitted either in person at the National Secretariat or via email to: **advert@gm-nhrc.org**

**Late or incomplete applications will not be considered**. **Prior to issuance of an offer letter to the successful candidate, a background and reference check will be conducted.** Due to the high volume of applications expected for the positions, only short-listed candidates will be contacted. ***The National Human Rights Commission is an equal-opportunity employer.*** **Female candidates** are strongly encouraged to apply.

***NB: Only applications either hand-delivered or sent by email would be accepted.***

**Please note that NHRC does not tolerate sexual exploitation and abuse, including sexual harassment and discrimination. Therefore, successful candidates are expected to adhere to these standards and principles.**