



ICT USER SUPPORT INTERN (1 Position(s))

Job Description

Job Summary

- *We are looking for a motivated and reliable ICT User Support Intern to collaborate with ICT team at Ifakara Branch, Morogoro. The ICT User Support Intern will manage and control branch LAN infrastructure, monitor network devices and ensure all IT infrastructures run smoothly as per Ifakara Health Institute requirements*

Responsibility:

Responsibilities

- *To provide users with maximum IT supports so as to exceed their expectation*
- *To facilitate the implementation of internal document sharing so as to reduce Information redundancy, increase data security, easy files access and improving network performance*
- *To control and manage Branch LAN infrastructure so as to detect, diagnose, and resolve network performance problems and outages*
- *To monitor and manage network devices every morning so as to detect, diagnose, and resolve network problems*
- *To installing and facilitate to adding and controlling printing system and to install and add users to the printing system*
- *To assists and connect staff to the IHI wireless and control Branch wireless so as to facilitate branch communications*
- *To facilitate Software installations and management for the branch users so as to meet or exceed users' expectation and installing appropriate software and instruction to be communicated to users*
- *To document all ICT devices and Computers by taking the below information (Computer name, Specifications and Usernames)*

- *To Performing Quarterly Computer preventive and maintenance to IHI Computers*
- *To Increasing communication to IHI staff by make sure availability of the Desktop phones to the offices and all are working properly*

Skill :

Desired Skills

- *Ability to work independently as well as in a team*
- *Ability to support other staff*
- *Memorize quickly and return knowledge*

Qualification Required:

Desired Qualification

- *Diploma in Information Communication and Technology*

Preferred Language Skill :

Prefered Language

- *Ability to communicate fluently in English and Swahili*

Job Opening date : 13-Oct-2025

Job closing date : 27-Oct-2025

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