



## **EMPLOYMENT OPPORTUNITY**

The Zambia Institute of Chartered Accountants (ZICA) is a self-regulated membership body, established under the Accountants Act of 1982 and as amended in the Accountants Act of 2008 has the primary mandate of regulating and promoting the accountancy profession in Zambia.

The Vision of ZICA is *“A reputable leader in developing finance and business professionals”*

Its Mission is *“ZICA will protect public interest through the regulation of the accountancy profession to the satisfaction of stakeholders”*

The Core Values of the Institute are:

***“Integrity, Professionalism, Customer Centric, Accountability, Excellence, Innovation”***

The Institute would like to recruit outstanding, results oriented and self-motivated; versatile and a professional individuals of high personal integrity with appropriate academic and professional qualifications and experience.

## **POSITION: ICT OFFICER**

The main purpose of the incumbent shall be the responsibility for technical support and administration of hardware and network infrastructure, systems software, email system, computer security and to effectively support the institute’s business through provision of timely, cost effective, efficient and professional ICT end-users support. Provide training and awareness through consultation, agreements and research with end-users and service providers, for the purpose of achieving corporate goals.

## **REPORTING STRUCTURE**

The ICT Officer is accountable to the ICT Manager.

## **KEY RESPONSIBILITIES**

- Actively performs installations, configurations and protection of all ICT end-user systems to ensure that all ICT end-user software and hardware assets are properly managed and accounted for;
- Conducts and implements ICT training within the Institute’s business area on various end-user desktop application and/or whenever required in order to impart the latest knowledge and skills in computers;
- Ensures all helpdesk software, hardware and other material adhere to all IT standards to ensure the efficient and effective running of the Institute;
- Repairs all faulty ICT equipment and performs routine maintenance;
- Supervises safe storage of all ICT information media at appropriate locations;

- Creates, maintains, enforces and provides end-user systems documentation, procedures and manuals so that the Institute is up to date and well informed on operations of ICT;
- Identifying user needs, assisting users, and attending to technical queries;
- Analyzing system logs and identifying potential issues with computer systems;
- Performing routine audits of systems and software;
- Installing and configuring new hardware and software;
- Maintaining user account information in Active Directory;
- Maintaining the email system (Exchange Server);
- Monitoring system performance, carrying out performance tuning, and ensuring that the network infrastructure is up and running;
- Maintaining records of system downtime and equipment inventory;
- Managing the Server Room, including air-conditioning system, uninterrupted power supply systems and fire protection system;
- Performing daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups;
- Developing procedures and documentation for backup and restoration of operating systems and host-based applications;
- Applying operating system and anti-virus patches and upgrades on a regular basis, and upgrading administrative tools and utilities;
- Carrying out process documentation of all core processes and documenting system configuration;
- Configuring and maintaining hardware servers, desktop computers, printers, routers, switches, and firewalls;
- Performs other duties as delegated by superior.

## **JOB QUALIFICATIONS AND SKILLS**

- Bachelor's degree in Computer Science or related field;
- Full Grade Twelve Certificate with five (5) credits or better (including English and Maths)
- Professional IT Certifications (CCNA, MCSA, MCDBA) will be an added advantage.
- Five (5) or more years' experience in systems administration;
- Good communication skills and ability to communicate technical information to non-technical personnel;
- Good analytical and problem solving skills;
- Good knowledge of database theory and Microsoft SQL Server;
- Strong knowledge of Windows Server Operating Systems and Active Directory;
- Good understanding of backup and storage technologies;
- Experience with Microsoft Exchange Server administration;
- Knowledge of server virtualization (VMWare) and remote accessibility;
- Knowledge and experience with Cisco routers and firewalls
- Must possess good interpersonal skills in order to work in a dynamic and fast-paced environment;
- Well-developed leadership and management skills;
- Full member of the ICTAZ.

**NOTE:**

- **Please do not attach certificates at this stage;**

If you are interested and meet the stated requirements, you may send a motivation letter accompanied by a detailed Curriculum Vitae (CV) electronically. Indicate three traceable professional/work related referees with working contact numbers addressed to: -

Chief Executive Officer  
Zambia Institute of Chartered Accountants,  
Accountants Park,  
Thabo Mbeki Road,  
P O Box 32005,

**LUSAKA**

Email: [jobs@zica.co.zm](mailto:jobs@zica.co.zm)

The closing date for receiving applications is Tuesday, 31<sup>st</sup> December, 2019 by 17:00 hours.