

Vacancy – Assistant Information Technology Officer

1. Job Details:

Job Title:	Assistant Information Technology Officer
Division:	Operations
Tenure:	Permanent
Number of posts:	One (1)
Duty Station:	Mbabane
Reports To:	Senior Information Technology Officer

2. Job Summary:

To provide technical and operational ICT support by maintaining ICT equipment and systems, resolving user technical issues, supporting network and software operations, and assisting with information security and ICT asset management to ensure reliable and efficient technology services across the Sincephetelo MVA Fund and Ekuphileni Clinic.

3. Requirements of the Position:

3.1 Key Responsibilities

3.1.1 ICT Infrastructure and Equipment Support

- Provide first-line technical support for ICT infrastructure and equipment, including the installation, maintenance, troubleshooting and monitoring of computers, peripherals, servers and software applications.
- Support the deployment and upkeep of ICT assets, assist with preventive maintenance activities, maintain accurate equipment records, and liaise with service providers to ensure reliable and efficient ICT operations across the Fund.
- Conduct preventive maintenance activities, maintain accurate equipment and support records, and escalate unresolved issues where necessary.
- Liaise with service providers and vendors to ensure timely resolution of technical issues and reliable ICT service delivery across the Fund.
- Assist in monitoring system performance, infrastructure health, and security compliance to support business continuity and operational efficiency.

3.1.2 ICT Requisition and Procurement Support

- Support the procurement of ICT equipment, software and services by preparing requisitions, developing technical specifications, coordinating with internal stakeholders and suppliers, and monitoring procurement processes.
- Ensure compliance with procurement policies, verify deliveries against approved requirements, maintain accurate procurement and asset records, and contribute to the timely availability of ICT resources to support business operations.
- Participate in the evaluation of ICT products and services to ensure that procurements meet business and technical requirements.
- Monitor procurement processes to ensure timely acquisition and delivery of ICT resources.
- Verify delivered goods and services against approved specifications and contractual requirements.
- Ensure compliance with procurement policies, procedures, and governance requirements while maintaining accurate procurement and asset records.

3.1.3 Asset Management

- Manage and support the full lifecycle of ICT assets by maintaining accurate asset records, coordinating the deployment, transfer and recovery of equipment, conducting asset verification exercises, and ensuring compliance with asset management procedures.
- Support procurement activities, monitor warranties and software licences, facilitate the secure disposal of obsolete equipment, and maintain reliable documentation to ensure accountability and effective utilization of ICT resources.
- Conduct periodic asset verification and audit exercises to validate asset records and support governance requirements.
- Monitor hardware warranties, software licences, and support agreements to ensure compliance and timely renewal.
- Facilitate the secure disposal of obsolete or redundant ICT equipment in accordance with Fund policies and applicable regulatory requirements.
- Prepare asset management reports and maintain accurate documentation to support accountability and informed decision-making.

3.2 Minimum Qualification and Experience:

- Diploma or Degree in Information Technology, Computer Science, Information Systems, Computer Engineering, Network Administration or a related ICT field.
- Two (2) years' relevant ICT experience, preferably in technical support, systems administration, network support or ICT operations.
- Demonstrated experience in supporting computer hardware, software applications, networks, and ICT infrastructure.

- Knowledge of ICT asset management, procurement processes, and vendor management will be an added advantage.
- Possession of relevant ICT certifications (e.g., Microsoft, Cisco, CompTIA, ITIL, or equivalent) will be an added advantage.

3.3 Required Skills and Competencies:

- Strong knowledge of Windows & Linux operating systems, M365 Applications, email systems, hardware, software, and basic network support.
- Ability to diagnose technical issues, apply logical troubleshooting methods, and implement effective solutions.
- Excellent listening, interpersonal, communication, team work and collaboration skills to provide professional and user-friendly technical support.
- Ability to prioritise workloads, manage multiple tasks, maintain accurate records, and meet deadlines.
- Ability to work collaboratively, maintain confidentiality, ensure data security, and perform tasks accurately with a high level of attention to detail.
- Commitment to the Fund's core values of **Professionalism, Compassion, Innovation, and Agility**.

4. Application Requirements:

All applications must include the following:

- A cover letter;
- A comprehensive Curriculum Vitae;
- Certified copies of tertiary qualifications;
- Proof of any additional training completed;
- Contact details for three (3) traceable professional references.

5. Submission Details:

Applications should be sent via email only to: jbhrecruitment@swazi.net
Please address your application to Human Resources Manager and ensure **the email subject line clearly states the position being applied for.**

Closing Date: 16 October 2026

Please note that only shortlisted candidates will be contacted. Should you not receive a response within 21 days after the closing date, kindly consider your application unsuccessful.