



JOB TITLE: MANAGEMENT TRAINEE – HELP DESK SUPPORT

REPORTS TO: IT SUPPORT OFFICER

DIRECTORATE: E-GOVERNMENT SERVICES

SALARY SCALE: N7

DURATION: 1 YEAR

Job Role:

To provide Customer support for IT related issues concerning NITA-U and Government MDAs.

The Key Responsibilities for the role will include the following:

1. Respond to requests for technical assistance via phone, electronically or in person (if internal).
2. Log all help desk interactions.
3. Redirect requests or problems to correct resource & follow-up accordingly for closure.
4. Identify and escalate situations requiring urgent attention.
5. Track and route problems and requests and document resolutions
6. Prepare activity reports
7. Promote usage of help desk tool.
8. Daily checks on monitoring tools and pro-active escalation of 'red flags'.
9. Performing remote troubleshooting through diagnostic techniques and pertinent questions.
10. Provide accurate information on IT products or services.
11. Pass on any feedback or suggestions by customers to the appropriate internal team;

Qualifications and Competencies

Degree in computer science/Information Technology or relevant field.

Required Experience:

1. Knowledge and experience in Customer service practices.
2. Related experience in Troubleshooting and providing help desk support.

Key Competencies:

1. Customer service orientation
2. Communication and listening skills
3. Attention to detail.
4. Ability to diagnose and resolve basic technical issues.
5. Analytical and problem solving skills