



**Vacancy name: IT Help Desk Intern (ONE POSITION)**

**Region: Kampala, Uganda**

**Reports to: IT Officer**

**Hours: 40 hours weekly**

**Application Deadline: October 7th, 2022**

## **ABOUT JUSTICE DEFENDERS**

Picture this: an overcrowded and under-resourced prison full of men, women, or even children who have not been found guilty. This is the case for three million people around the world currently affected by the excessive use of pre-trial detention.

In many countries, suspects are detained in prison almost automatically once they are arrested. Whatever the offence. Some, yes, are guilty. Many are poor and unjustly targeted. At Justice Defenders, we want to see justice served; it's vital for all of us. What we don't want to see is people filling our prisons simply because there was no one to equip them to fight for justice.

Justice Defenders is a registered UK charity and US nonprofit. Founded in 2007, we work across Africa, training incarcerated people and prison officers to become paralegals. Our 35 prison-based legal offices in Uganda, Kenya and The Gambia are run by more than 300 paralegals. By equipping justice defenders to facilitate a just legal process, we help ensure a fair hearing at the point of greatest need. As everyone deserves the right to tell their story.

## **JOB CONTEXT**

The IT department supports the organization's work by providing reliable and scalable systems and infrastructure for all Justice Defenders offices/stations in the UK, USA, Gambia, Kenya, and Uganda.

The IT Help desk intern will be primarily responsible for providing Level One support to internal users on their usage of IT infrastructure (Software and Hardware). The incumbent will handle direct queries from staff and field offices, including installation and configuration of computer systems, diagnosis of hardware and software faults, and solving technical problems either over the phone or in person. He/she will escalate any issues they are not able to handle to the IT Officer.

## **YOUR RESPONSIBILITIES**

- Provide Tier 1 & 2 help desk support for technical assistance in person or over the phone and follow up with end-users to ensure resolution of issues.
- Install and configure computer hardware, software, antivirus, systems networks, printers, and scanners.
- Configure, maintain, troubleshoot, and install operating systems to PCs, Laptops, and desktops.
- Troubleshoot and replace parts for IT equipment including PCs, Printers, Scanners, and Laptops.
- Filter Helpdesk requests and provide support and troubleshooting, such as password resets, toner replacement, break/fix, and escalate to higher level support.
- Document IT queries arising from staff and field offices in line with the IT preventive maintenance activities and recommend IT assets for disposal.
- Perform other duties as required.

## YOUR PROFILE

- a) Have a Bachelor's degree in Information Technology, Computer Science, Software Engineering, or a related field.
- b) At least 1-year of experience in IT hardware and software support.
- c) Proficiency in Microsoft Office productivity tools.
- d) Experience in Microsoft Windows Operating system and Macs
- e) Experience in IT networks, LANs, WLANs, server management, virtualization, encryption, and security.
- f) Excellent interpersonal and communication skills, values-driven attitude, and a team player.

## PERSONAL QUALITIES

- A technical, logical thought process
- Problem-solving skills
- An ability to stick to strict deadlines
- A keen eye for detail
- Willingness to learn
- Good listening skills

***"We especially encourage applications from***

***a) Fresh graduates who have a year or less in the field.***

***b) Those who have been in prison, were the recipient of free school meals, or are from the first generation of their family to attend university and from those who consider themselves to be Rightsholders"***

## Like to apply?

Kindly click on the apply for this job button on the top- right hand side of this vacancy by the stipulated deadline.