



NATIONAL WATER AND SEWERAGE CORPORATION

EXTERNAL ADVERT

23rd June 2015

HR 01/2015

RE: VACANCY

National Water and Sewerage Corporation (NWSC) a leading organisation in the Water sector in Uganda with a Vision **“To be a leading water utility in the world”** seeks to recruit a suitably qualified candidate to fill the vacant position below.

1 JOB TITLE: Senior Officer, IT Support

2 DEPARTMENT: IT

3 MAIN PURPOSE OF THE JOB

Manage and administer NWSC Email system, Manage NWSC Website, provide IT support to all system users, Monitor backups for mail systems, monitor service level agreement for IT Vendors/Suppliers, monitor disk space for all server systems.

4 REPORTING RELATIONSHIP

Reports to Manager, Systems Administration, Senior Manager Information Technology

5 MAIN AREA OF RESPONSIBILITIES & KEY ACTIVITIES

5.1 PERSONNEL

5.1.1 LIASES WITH THE FOLLOWING OFFICES:

- Area Managers
- Heads of Departments
- Commercial Officers

5.1.2 AREA OF OPERATION

Head quarter – Information Technology (IT)

5.2 KEY RESULT AREAS

- Ensure email system is available, and all Corporation staffs are able to access mail all the time.
- Ensure email users are connected on the available computers.
- Notifying all email users where there is any failure or changes to the system.
- Maintain a log of blocked and deleted users.
- Release, bounce or delete mail to NWSC users' group in specified period.
- Ensure functionality, maintenance and availability of the website.
- Monitoring all customer inquiries generated through the Website and ensuring they are responded to in time.
- Monitor the performance of the website and mail servers.
- Provide IT Support for all Users both at Head Office, Areas and KW Branches.
- To respond to all Help desk queries that have been assigned to me.
- Provide user support for email on day to day basis within response time.
- Ensure backup for mail systems are made on a daily basis and backup copies are sent to an off-site location.
- Monitor disk space, memory growth on mail systems using solar winds.
- Monitor service level agreement for system administration vendors/suppliers.
- Supervise the in-house, quarterly and annually maintenance of server systems.
- Carry out any responsibility assigned by his/her supervisor and Head of IT.

6 KNOWLEDGE REQUIRED – TRAINING, KNOWLEDGE AND EXPERIENCE TO PERFORM DUTIES

6.1 Specialist Knowledge and Skills

6.1.1. Minimum Qualifications

- Degree of Bachelor of Business Information Technology or related IT bachelors qualification

6.1.2. Preferred Additional Qualifications

- Microsoft Certified Systems Administrator (MCSA)
- Training in Linux\Unix

6.1.3. Special Personal Attributes

- able to work with a team
- able to work without supervision
- Maturity

6.1.4. Minimum Experience

A minimum of 4 years' experience in IT field performing similar roles.

6.1.5. Preferred Additional Experience

Experience in maintaining, and troubleshooting servers.

All persons who believe they can clearly demonstrate their abilities to meet the criteria given above are encouraged to send their applications to the attention of the **Senior Manager Human Resource**, National Water & Sewerage Corporation, Plot 39 Jinja Rd, P.O Box 7053, Kampala.

To be considered, your application must be received by close of business, **Tuesday 30th June 2015 at 5.00 p.m.**

CHRISTINE AMUCU

SENIOR MANAGER, HUMAN RESOURCE