



Clea Desktop Technician | Job Description

Our organisation

Clea is a non-profit Community Interest Company (CIC) based in the UK and Zambia. We deliver affordable leading-edge technologies and expert IT support to charities and non-profits working in international development. Our mission is to equip those making a difference with the right technological solutions to make an even greater difference in improving lives around the world.

Your role

As a Clea Desktop Technician, you will help deliver projects for our non-profit clients in Lusaka. You will be an integral part of a growing team.

Your responsibilities

You will have the following principle responsibilities:

- Install hardware and peripheral components, such as disk drives, printers, keyboards and monitors
- Manage server backups and perform restores during disasters according to the disaster recovery plan
- Manage, monitor and troubleshoot the power backup system (inverter charger and batteries, solar power equipment, UPS) and ensure all IT equipment is receiving clean power at all times
- Load software packages such as networking components, operating systems and office applications
- Update on status to IT manager and users through voice mail, email and in-person communication
- Connect users to networks and train on facilities and applications
- Troubleshoot software and hardware failures and determine network problems
- Diagnose and resolve incidents using documented procedures to perform responsibilities
- Assist the IT Manager in managing Service Level Agreements for relevant IT equipment including printers and photocopiers

Please note, this list is not exhaustive and the Desktop Technician will be expected to perform other duties as assigned by the IT Manager and other senior staff.

Your profile

You will be an IT professional based in Lusaka. You will be an expert user of Windows 7,8,10 and Windows Server operating systems with:

- A degree in Computer Science or an equivalent level of education / certification
- A minimum of two years' professional experience delivering technological solutions and providing IT support
- Proven experience of the majority of desktop applications
- CompTIA A+ Certification would be an added advantage



Additionally, you will be:

- Aware of the function of network file systems and of file administration utilities
- Able to understand the basic principles of structured cabling and the practicalities of connecting network devices
- Recognise the function of basic network infrastructure such as routers and switches
- Understand the importance of documenting system configuration information
- Highly self-motivated and able to demonstrate your ability to work remotely with organisations and individuals located all around the world
- Proficient in prioritising and managing several open support ticket cases
- Passionate about translating your IT skills and organisational acumen into actions that drive positive social impact
- Committed to ongoing learning and development of skills in the fast-paced world of technology
- Resourceful with an active curiosity into how technology can help solve society's pressing issues within the financial restraints of the non-profit world

It would be beneficial to have:

- A practical knowledge of the non-profit sector, though we accept applications from candidates with various professional IT backgrounds
- A positive demeanour with emotional intelligence to remain calm and friendly under pressure
- Strong verbal and written communications skills in English
- A logical mind with excellent listening and problem-solving skills

Working Hours

Working hours will typically be 9:00am – 5:30pm CAT with an hour for lunch. When support items or project deadlines mean working beyond these core hours, time in lieu can be claimed.

To Apply

Please send your CV, a one-page cover letter outlining why you are the right candidate for the role and your salary expectations to recruitment@clea.tech.

Please note, given the current global situation, the recruitment process may take longer than previewed. We hope to have a candidate in the role by Monday 1st June but may close applications earlier should we find the right candidate.

Clea is an equal opportunities employer and we do not discriminate on the grounds of race, religion, ethnic or national origin, disability, age, sexual orientation or gender identity. We endeavour to reply to all candidates, time-permitting. Should you have not heard from us within two weeks, unfortunately your application has not been successful and we wish you the best of luck with your ongoing job search.

To read more about Clea and our work, please visit [our website](#). We are looking forward to receiving your application!