

**Job:** IT Associate - Officer

**Job Code:** ISB/0424/AIT/A-1

**Level/Grade:** Level 1 / Associate

**Job Nature:** Permanent

**Job Reports to:** Expert Technology Projects & Applications

**Overview:** This role is responsible to generally manage end-to-end new and/or on-going projects with complete ownership. Incumbent on this role will also participate with the IT systems implementation and management, Website management, Drafting of RFPs related to IT, Technical Evaluation of IT Tenders, and other day to day IT operations and support.

**Key Responsibilities:**

- Formulate an extensive roadmap for the implementation of automation solutions, ensuring alignment with organizational objectives and the augmentation of operational efficiency.
- Ensure the smooth working and availability of automation tools via dashboards and workflows.
- Provide user support to ensure the seamless operation of user systems and applications and contribute to the development and maintenance of IT resources.
- Oversee user management, including licenses allocation, device registration, and management and implement and monitor Intune and AIP policies for enhanced security.
- Document internal approvals processes, Invoice Processing and Asset Acquisition ensuring transparency and compliance. Overseeing the acquisition and management of IT assets.
- Improve efficiency in the development and maintenance of IT resources over the course of the year.
- Maintain a zero-tolerance for security breaches, with periodic assessments demonstrating compliance with security policies.
- Respond to user support requests and resolve issues with ongoing improvement. Achieve accuracy rate in allocating licenses to users based on their roles and requirements.

**Experience Requirements:**

- Up to 1 Year of Relevant Experience Required.

**Essential Skills & Competencies:**

- Expertise in MS Visio, MS Office Tools.
- Proven experience in business process mapping, process improvement, or business process management in a professional environment.
- Proven experience in designing, developing, and implementing automation solutions in a professional environment.

**Education Requirements:**

- Minimum bachelor's degree in information technology, Computer Engineering, Computer Science, or related field (16 years) from a national or foreign university recognized by HEC.