IT SUPPORT JOB DESCRIPTION

One will be responsible for:

1. Infrastructure management

   a. In coordination with HQ SIT team perform Installation of all software, hardware, desktop and shared infrastructure, voice and data networks, servers, all recording equipment including antennae, set-top boxes, decoders, recording cards, cables and all necessary equipment for support of Reelforge business.

   b. Support of all servers to include ensuring that servers are running at required service levels and performing necessary maintenance on schedule.

   c. Creation of and execution of infrastructure maintenance schedules.

2. Recordings support

   a. Proactive management of recordings by ensuring all recordings are available within one hour for all local (Kampala) live recording; and within an hour of expected delivery timelines for remote locations (outside Kampala).

   b. Accurate and timely communication to production, quality control and client service of any missing or delayed recordings. This should be per the above timelines.

   c. Identify any static or incomplete recordings before the analysts identify them, and replace from back-up as needed.

   d. Recommend improvements to the recordings infrastructure, or process where needed to ensure improved availability of recordings.

   e. Request for necessary tools and equipment proactively to ensure smooth operations.

   f. Work with SIT team at HQ regularly to ensure software is running optimally and to add enhancements as needed (by highlighting areas of need).

   g. Perform regular maintenance on all recording equipment and schedule replacement of end of life equipment proactively.

   h. Ensure proper root cause identification on all issues and work closely with pertinent department(s) to ensure resolution of issues.

   i. Update and close all tickets addressing infrastructure issues with proper documentation of root cause and resolution.

   j. Provide all necessary reports to top management.

3. Hardware and software installation and support

   a. Receive all software and hardware from procurement.

   b. Setup all end-user hardware with the correct software and issue to end-users per agreed timelines.

   c. Ensure that end-user machines run only authorised software and are protected from virus attacks.

   d. Receive all servers and other infrastructure equipment and deploy to the designated use in a timely manner.

   e. Maintain the data centre by ensuring proper cabling, cooling, setup and security.

      f.   Support all company audits of hardware as and when asked.

4.   Network support

      a.   Manage network availability by proactively monitoring support levels.

      b.   Engage with network provider(s) to ensure optimal service for the office and all links from remote recording locations.

      c.   Maintain internal LAN network and support office network equipment such as printers to ensure maximum availability.