

POSITION	REQUIRED BASIC & ADDITIONAL QUALIFICATIONS	EXPERIENCE	KEY RESPONSIBILITIES
<p>Engineer/ Specialist – Infrastructure Support (LGN/LGC)</p>	<ul style="list-style-type: none"> <li>A Bachelor's Degree or equivalent qualifications related to the field from a recognized university/institution</li> </ul>	<ul style="list-style-type: none"> <li>Minimum 05 years' experience</li> </ul>	<ul style="list-style-type: none"> <li>Point of contact for trouble shooting of government digital infrastructure solutions including but not limited to LGC or LGN</li> <li>Coordinate with contracted infrastructure service providers, LGII Software Support Engineers and LGII NOC Infrastructure Support Engineers to identify and resolve post implementation infrastructure issues reported by users to provide an uninterrupted service</li> <li>Assist Manager Technical Operations so that monthly Service Level Agreements are maintained by contracted infrastructure service provides</li> <li>Coordinate with users regarding any inquiries &amp; complaints, Provide primary secondary level technical support to infrastructure operation</li> <li>Ensure migration of digital infrastructure is well managed and system improvement needed by clients are reported to ICTA technology team</li> <li>Pay attention to all security aspects of the infrastructure operations and report to management as appropriate</li> </ul>