Consultant Title	Required Basic & additional qualifications	Experience	Key Responsibilities
Engineer /Specialist – Software Support	• A Bachelor's Degree or equivalent qualifications related to the field from a recognized university/institution	• Minimum 05 years' experience	• Point of contact for trouble shooting of government software /platform solutions including but not limited to LGC or LGN • Attend to software support requirements to avoid interruptions • Coordinate with contracted Software platform providers, LGII Infrastructure support engineers and LGII NOC support engineers to identify and resolve post implementation issues reported by users to provide an uninterrupted service • Assist Manager Technical Operations so that monthly Service Level Agreements are maintained by contracted software /platform infrastructure service provides • Liaise with different stakeholders to manage the software support requirements in an effective manner • Provide technical knowledge to users related to software support systems • Ensure software and patch management policy and system re in place, implemented and monitored. • Pay attention to all security aspects of the infrastructure operations and report to management as appropriate