

Vacancy Announcement

Systems Development & Support Engineer

A reputable company in Rwanda is seeking to recruit a self-motivated and proactive individual to take up the role of **Systems Development & Support Engineer**. Reporting to the Chief Financial Officer and working closely with the Finance team, the role shall be responsible for ensuring effective, efficient and cost-effective software development, implementation and automation of the company's business operations as well as providing the requisite technical IT support to meet the overall goals of the organization.

Key responsibilities

- Providing timely in-house IT technical support to all the service companies e.g. management and maintenance of computer systems and networks, installation and configuration of computer hardware, software, systems, networks, printers and scanners etc.
- Prior to the commencement of projects, liaise with key operational departments to conduct business user requirements analysis and specifications to understand the organization's business process needs and technological requirements and thereafter devise appropriate strategies to address these needs.
- Collaborate with appointed system vendors, end-users and other IT resources where necessary to ensure problems identified by internal users and which require further systems development (improvement), software/architecture updates are addressed within agreed timelines and budget. This includes managing and coordinating system upgrades, modifications and customizations as well as ensuring timely license renewals.
- Provide in-depth technical evaluation, analysis and support to databases, operating systems, business application systems and the supporting infrastructure in consultation with systems vendors where necessary to ensure consistent and reliable IS systems.
- Setup technological infrastructure and work closely with the organization's key personnel staff to ensure they understand how to use & maintain the technology.
- In liaison with 3rd party vendors (where needed), design, develop, test, install and implement reporting, analysis and integration solutions for the business application systems to ensure the effectiveness of overall systems interface and performance.
- Ensure seamless integration and security of the various systems and networks available and provide much needed advice on various equipment suitability.
- Preparing periodic documentations, user manuals, progress reports, user operational challenges and requirements to the management detailing system usage level and processes, reviews on the systems and providing recommendations/solutions for system improvements (oral and written) to ensure its full potential. This may be in liaison with external vendors such as I-Smart.

Key qualifications

- Degree in IT, Information system or any other related field with a bias in Programming and database development.
- At least 2 to 3 years system development/administration/technical support experience.
- Familiarity with Web-based business applications and Mobile Applications.
- Experience with managing the development of SaaS, On-Premise and cloud-based applications.
- Experience in all major operating system e.g., Windows, Ubuntu, Linux.
- Experience with major software development and programming languages and relational databases (Example JAVA, MSSQL and MySQL).
- Knowledge and experience of the ITIL framework or equivalent. ITIL Foundation certification will be an added advantage.
- Good analytical and problem-solving skills.
- Good interpersonal and communication skills.
- Ability to adhere to strict deadlines.
- Project management skills will be an added advantage.

The deadline for receiving applications is **26th February 2021**.