



AIMS

African Institute for
Mathematical Sciences
NEXT EINSTEIN INITIATIVE

The Secretariat
District Gasabo, Secteur Kacyiru
Cellule Kamatamu Rue KG590 ST
Kigali, Rwanda

We're transforming Africa through innovative scientific training, technical advances and breakthrough discoveries!

Established in 2003 in Cape Town, South Africa, the African Institute for Mathematical Sciences (AIMS) is a Pan-African network of centres of excellence offering postgraduate training, research, and public engagement for the advancement of Science, Technology, Engineering and Mathematics (STEM) in Africa. Building on the success of its first Centre in South Africa, AIMS launched the Next Einstein Initiative (NEI) in 2008 to scale up and roll out the AIMS model across the continent. Five additional centres were established in Senegal (2011), Ghana (2012), Cameroon (2013), Tanzania (2014), and Rwanda (2016). Its global secretariat is situated in Kigali, Rwanda and it has global offices in United Kingdom, Germany and Canada.

AIMS vision is to lead the transformation of Africa through innovative scientific training, technical advances and breakthrough discoveries which benefit the whole of society and its mission is to enable Africa's brightest students to flourish as independent thinkers, problem solvers and innovators capable of propelling Africa's future scientific, educational and economic self-sufficiency.

Collectively, AIMS centres provide an intensive and broad education to over 275 African students each year and prepares them for leadership careers in academia, government and industry. The AIMS educational program relies on top international lecturers who teach in a 24-hour learning environment.

If you bring a collaborative spirit with a passion to effect change, consider this opportunity as the...

IT Support Officer!

The IT Support Officer provides first-line IT support to all client departments. You will install and configure IT equipment, diagnose hardware and software faults, and technical and application problems either in person or remotely. This role will involve challenging opportunities and technical projects.

Reporting to the IT Manager, AIMS Global Network, you will perform minor repairs to equipment and arrange for other servicing needs, you will identify and report system issues to the IT Manager, monitor antivirus software and update and repair computers infected with spyware, adware and/or viruses and provide backup technical support for network including router, firewall, and wireless access points.

As the ideal candidate, you will provide IT support to AIMS staff and visitors, assist the Systems Administrator and IT Manager with maintaining the AIMS Global Network IT infrastructure and respond to user requests for service, troubleshoot problems and help develop solutions. You will also support PC hardware components, desktop operating system software and application software.

This is a 2-year opportunity based in Kigali, Rwanda.



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Do you have what we need?

- A Bachelor's degree in computer science/engineering or related discipline and at least three (3) years professional experience.
- Any combination of relevant education and experience may be substituted for the educational requirement on a year-for-year basis.
- A basic understanding of computer network cabling and network file and print services.
- Demonstrable experience in each of the following:
 - Installing, configuring and maintaining enterprise GNU/Linux operating systems such as Ubuntu
 - Installing, configuring and maintaining Windows (7 and later) operating systems in an enterprise environment.
 - Diagnosing and resolving PC problems in a networked active directory domain environment.
 - Web content management using Wordpress
- Ability to prioritize tasks and efficiently manage time.
- Ability to exercise good judgment and effectiveness in working with a high-performing team
- Strong oral and written communications skills
- Ability to respond effectively to inquiries or complaints.
- Ability to develop, maintain, and promote strong internal and external relationships
- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to maintain professional (business casual) dress and grooming.
- Proficiency with MS Office, G-Suite and other internet applications (i.e. Skype, SharePoint etc.)

Are you ready to be a part of the transformation?

Submit your letter of motivation, including salary expectations together with a detailed CV in English to: careers@nexteinstein.org (i.e. quote "IT Support Officer" in the subject line). **Applications will be accepted until October 30, 2019.**

Should no feedback be received from AIMS-NEI within four weeks of your submission, kindly accept that your application will not be further pursued. AIMS-NEI reserves the right not to make an appointment at its sole discretion.

AIMS-NEI is an equal opportunity employer.