



Ready for Reading | www.readyforreading.org

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Job Title: Professional IT internship.

Type: Paid Internship

Objective: To train community computer classes and provide day-to-day technical support to IT end users.

Report to: IT Manager

Duration: 1 year.

BACKGROUND:

Ready for Reading (RfR) is a local Non-Governmental Organization (NGO) in Rwanda that strives to advance literacy and learning through community based initiatives by fostering ICT skills, literacy and a culture of reading. As a major pillar of Rwinkwavu Community Library and Learning Center (RCLLC) operations, the ICT program promotes computer literacy and provides access to global information. The RCLLC also promotes arts and culture by providing space for community-based groups that are organized, facilitated, and run by community members for their own social and economic transformation.

Mission

The mission statement of Ready for Reading (RfR) is: To empower the Rwinkwavu community through literacy, technology, and life skills, enhancing academic, social, and economic opportunities. RfR opened the Rwinkwavu Community Library and Learning Center to enact these principles from the ground up. All of the programming was created with input and direction from the population to be served. The RCLLC is located in the Eastern Province, Kayonza District, Rwinkwavu Sector, and serves the community comprised of surrounding districts and villages, including, but not limited to: Rwinkwavu, Kabarondo, Murama, Ndego, Mwiri and Kabare sectors and Nasho in Kirehe District.

Job brief

We are looking for a skilled IT intern to perform Community Classes training and who will maintain our information technology systems and networks accessible to staff members and community in place. The intern will perform both technical and Teaching tasks to ensure functionality and efficiency of computer and Internet to end-users in our computer lab.

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Responsibilities

Provide technical support for systems and networks to community members and training. Monitor day-to-day use of ICT resources available to the community and make sure the computer lab rules and regulations are followed. Install and configure software and hardware (printers, network cards etc.) Monitor system and network performance. Perform regular troubleshooting, repairs and data restoration in computer lab. Perform a preventive maintenance activities (e.g. backups) Maintain licenses and upgrade schedules for antivirus and other softwares. Collaborate with IT Manager to maintain standards and functionality the ICT Program.

Qualifications:

An IT interns must be knowledgeable in software, hardware and networks. S/he must be critical thinker and problem-solver with great attention to detail. Since end user support and teamwork are important aspects of the role, excellent communication and people skills are required.

Experience working in Social Services Sector -Non-Profit organization

Possess Exceptional Problem Solving Skills and Interpersonal skills

Excellent Organizational Skills and ability to develop processes to improve workflow

Ability to pay attention to details and multi-task effectively, and meet deadlines in a fast- paced environment

Ability to work independently with strong sense of focus, task-oriented, nonjudgmental, open personal qualities, clear sense of boundaries.

A strong sense of and respect for confidentiality involving both clients and fellow employees.

Ability to work in a variety of settings with culturally-diverse families and communities with the ability to be culturally sensitive and appropriate.

Communicate effectively both verbally and written in English .

Installs and removes software from computer systems and networks.

Diagnose and repair technical issues with computers, information systems, servers, and networks.

Provide technical support services via telephone, email, and face-to-face.

Ensures that all hardware and software work properly, assembling hardware and installing or deleting software.

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Support the management team and other internal library patrons to ensure timely and accurate troubleshooting of computer equipment ensuring that it runs correctly and recovers and lost or accidentally deleted data when possible.

Participate in regular all staff meetings, staff training programs, supervisory sessions, and accept the responsibility for aiding the development of positive team relationships as requested.

Performs other duties as required.

MINIMUM QUALIFICATIONS (must have):

• EDUCATION/TRAINING/CERTIFICATION:

Post secondary degree/diploma in computer science/information technology, or equivalent experience in Information Technology with maximum interest of providing technical support services and computer Literacy trainings. IT essentials and Networking certification is a definite asset

TECHNICAL SKILLS/KNOWLEDGE:

Strong skills with Microsoft Office 2013 Strong knowledge of Microsoft Windows desktop operating systems, Windows 7 and Windows 8

Basic understanding of Microsoft based resource sharing across a network (LAN) Basic understanding of Linux Systems- Ubuntu Understanding of basic TCP/IP networking (DNS, DHCP, Switches, Routers, IP Addresses) Basic understanding of Microsoft Exchange and email transport (SMTP)

COMPETENCIES/PERSONAL ATTRIBUTES:

Strong attention to detail with a high regard for quality & professionalism

Ability to be flexible and extremely adaptable in a fast paced environment

Ability to work independently as well as part of a team

Ability to maintain a positive attitude

Ability to take on several responsibilities while ensuring timely task completion and following through on all items

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Strong communication skills, both written and oral, as well as interpersonal

An interest in and affinity for learning new skills and Library promotion.

An interest in working with children or in children environment.

LANGUAGES:

- Fluency in oral and written English.

SPECIAL CONDITIONS:

- Ability to work evenings and weekends if required and Be able to live near the workplace is an added value.

How to apply:

If interested, email your CV, your application letter and academic documents to: info@readyforreading.org with **Application for IT internship** in subject line. Deadline of receiving applications is December 14, 2018 at 5pm. Please note that the selected candidates will be contacted.