



Paid Training/Internship Opportunity Information Technology Support Specialist

A paid internship in Information Technology Support is available at KAT Global Systems Nigeria Limited (KAT Systems).

KAT Systems is a provider of electronic security solutions, interactive home and business automation and monitoring services for residences and small to medium enterprises in Nigeria. These solutions range from intrusion detections systems and surveillance systems to interactive services allowing customers to remotely control their security system, cameras, and lights from a smart phone or any device with internet connection. KAT Systems' broad and pioneering set of products and services, including KAT Systems' interactive cloud home and business solutions, meet a range of customer needs for today's active and increasingly mobile lifestyles.

KAT Systems seeks a Technology Support Specialist to provide functional solution and scope definition for innovative marketing, advertising, and social media needs. Responsibilities includes partnering with the Marketing, Advertising, IT and business teams to define and solution critical projects that support the defined program roadmap and expected business benefits.

If you are highly dependable, self-sufficient, flexible and willing to take ownership then we are looking for you.

Job Description:

The successful candidate will be a primary IT interface to business teams points of contact. The individual is responsible for collaborating with the business teams to define and innovate technology solutions to business problems by clearly documenting business requirements; developing the business case(s); prioritizing the work; coordinating solutions definition and delivery across various IT development and operations functions; partnering with the business on implementation while driving best practices and continuous improvement efforts; and monitoring implementation to ensure that benefits are realized.

This is a initial 3 months contract which is renewable.

Essential Job Duties/Responsibilities:

- Respond to user requests for service, troubleshoot problems and help develop solutions.
- Perform minor repairs to equipment and arrange for other servicing needs.
- Identify and report system issues to vendors. Monitor and test resolution of those issues sent to vendors.
- Monitor backup systems and procedures to ensure data security.
- Record activities, solutions and other responses to request for service.
- Assist in maintaining inventory records and documentation for equipment.
- Contribute to KAT Systems technical documentation and participate in policy, procedure, and standards development.



- Consult with vendors, perform research and evaluate products to assist in the selection and purchase of equipment and installation or upgrade of systems.
- Develop and provide user training for basic hardware and software use.
- Maintains open communication and positive working relationship with staff.
- Perform other duties/projects as assigned.

Qualifications (Knowledge, Skills, and Abilities):

KAT Systems is looking for a recent post graduate or current post graduate intern with exceptional customer service skills, solid inter-personal skills, ability to work well in a team environment, excellent oral and written communications skills and the ability to work under minimal supervision.

Applicants must have experience with Windows 7/8 in a technical support environment. Experience with Windows 10 is a plus. Applicants must also have experience supporting recent versions of Microsoft Office Applications, including 2003 and 2010.

Applicant must have awareness of the technology industry's current and emerging technology trends and direction, as well as a keen interest in cloud computing information systems and technology.

Interested applicants should have the ability to research and understand technical documentation, and an understanding of how to apply various technical resources. Applicants should have the ability to perform tasks such as operating systems and application software installations and upgrades, as well as virus protection and eradication.

Requirements:

- Minimum of three months paid or volunteer work experience with support in a networked environment for a small to mid-sized organization.
- Must be available to work a minimum of 40 hours per week.
- Must be available and willing to commit at least three (3) months initially for an internship/training.
- Must be pursuing a post graduate level degree or recently graduated in a business, marketing, advertising, communications or computer related field
- A GPA of 3.0 or above.
- **Must possess a functional laptop/desktop, working mobile/cell phone and access to mobile data and internet during working hours**
- Ability to exercise good judgment and effectiveness in working independently
- 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



Compensation:

Students will receive between ₦ 40,000 – ₦ 50,000 per month, depending on knowledge, skills and ability.

How to Apply:

Email a cover letter and CV citing your experience, platforms and technologies in which you are proficient.

- Email applications materials to jobs@katsystemsng.com, with subject line: Information Technology Support Internship [Insert your university name]

Application materials will not be considered without a cover letter, and CV. Applicants without experience will not be considered. Students are strongly encouraged to discuss internships with their advisors prior to applying.

Candidates selected for further consideration will be contacted for interviews.

