



WE ARE HIRING:

Join us: ICT Officer

13.10.2026



ABOUT US

Fairtrade Africa (FTA) is the umbrella network organization representing Fairtrade certified producers and workers in Africa. It has four (4) regional networks – Eastern Africa; Southern Africa; West Africa; and Middle East and North Africa. Established in 2005, FTA aims to effectively represent producers and workers within the International Fairtrade System and provide services to them that contribute to the improvement of their livelihoods. The FTA Board directs policy and strategic development of the organization.

FAIRTRADE AFRICA PURPOSE: To improve the socio-economic conditions of African producers through increased access to better trading conditions.

ABOUT THE JOB

The ICT Support Officer provides secure, responsive and customer-focused ICT services across Fairtrade Africa regional offices and to remote staff. Working with the System Administrator, the role supports Microsoft 365, Windows 11 endpoints, Windows Server 2019/2022, Ubuntu and Debian Linux, Next Generation security appliances, networks, mobile devices and office technology. The post holder owns incidents and service requests through resolution or effective escalation and contributes to cyber resilience, business continuity and continuous service improvement.

LOCATION: Ghana or Cote d'Ivoire

REPORTING LINES:

Post-holder reports to: System Administrator

Staff reporting to this post: None

SCALE LEVEL: Officer 2

BUDGET RESPONSIBILITY: Yes



DUTIES & RESPONSIBILITIES

Service Desk and User Support

- Provide first- and second-line support by telephone, service desk, remote-support tools and desk-side assistance across regional offices and remote locations.
- Log, categorize, prioritize, diagnose, resolve and document incidents and service requests; escalate high-impact or unresolved issues appropriately.
- Provide discreet, responsive support to Executive Management and communicate technical solutions clearly to non-technical users.
- Create and maintain support documentation, knowledge articles, user guides and troubleshooting records.

Microsoft 365, Identity and Endpoints

- Support Microsoft Teams, Exchange Online/Outlook, SharePoint Online, OneDrive and Microsoft 365 Apps.
- Perform delegated Microsoft Entra ID and Active Directory administration, including account, password, group and access support under approved procedures.
- Support device enrolment, configuration, compliance and application deployment through Microsoft Intune or the approved endpoint-management platform.
- Build, deploy, maintain and securely retire Windows 11 computers, mobile devices and other approved endpoints; coordinate warranty and repair cases.
- Ensure operating systems, applications, endpoint protection and encryption remain current and compliant.

Server, Linux and Infrastructure Support

- Provide delegated operational support for Windows Server 2019/2022, including routine health checks, patching, monitoring, backups, and file and print services.
- Support Ubuntu and Debian Linux servers through package updates, service checks, log review, storage monitoring, user access and documented troubleshooting.
- Assist with virtual infrastructure, storage and backup platforms within assigned access and approved procedures.
- Provide smart-hands support for regional server rooms, network equipment, rack-and-stack work, cabling, power checks and vendor-assisted maintenance.

Networks, FortiGate and Security

- Support LAN, WAN, Wi-Fi, internet, DNS, DHCP and VPN services and coordinate escalation to service providers.
- Provide delegated operational support for FortiGate firewalls and Fortinet services, including monitoring, VPN support, configuration-backup checks and change preparation. Production changes must follow approval and change control procedures.
- Triage suspected phishing, malware, account compromise, data loss and other security events, preserve evidence and escalate through the incident-response process.
- Support vulnerability remediation, patch compliance, access reviews, backup verification, restore tests and disaster-recovery exercises.
- Deliver practical cyber-awareness and safe-computing guidance to staff.

Assets, Vendors Management and Reporting

- Maintain accurate ICT assets, warranty, assignment, location and lifecycle records across regional offices.
- Coordinate vendors, internet service providers and repair centers, track service levels and communicate service status.
- Assist with technical specifications, quotations, procurement planning, delivery checks and service acceptance.
- Prepare service reports covering incidents, recurring problems, patch and compliance status, asset exceptions, risks and improvement actions.

SKILLS & EXPERIENCE REQUIRED

Qualifications

- Bachelor's degree in information technology, Computer Science, Information Systems or a related discipline, or an equivalent combination of relevant education and experience.
- At least 3 to 4 years of progressively responsible ICT support or systems-support experience, preferably in a multi-site or distributed organization.
- Hands-on experience with Microsoft 365, Windows 11, Microsoft Entra ID, Active Directory, Outlook, Teams, SharePoint and OneDrive.
- Practical experience supporting Windows Server 2019/2022 and Linux systems, particularly Ubuntu and Debian.
- Experience supporting FortiGate firewalls, remote-access or site-to-site VPNs, LAN/WAN, Wi-Fi and internet connectivity.
- Experience with endpoint management, patching, antivirus/EDR, device encryption, mobile-device support and IT service-management tools.
- Understanding of backup, restore, monitoring, virtualization, UPS/power protection and server-room operations.
- Experience supporting users across countries, cultures, time zones and variable connectivity conditions is strongly desirable.

Preferred Professional Certifications

- Current Microsoft 365, Azure/Entra/Intune, Windows client or Windows Server certification or demonstrated training.
- ITIL 4 Foundation or equivalent service-management training.
- Cisco CCNA, CompTIA Network+/Security+, a current Fortinet certification, or equivalent networking/security training.
- Linux administration certification or demonstrable equivalent practical capability.

Skills and Competencies

- Strong diagnostic, analytical and root-cause investigation skills.
- Excellent spoken and written communication, customer service and user-training skills.
- Ability to prioritise competing incidents, meet service targets and remain effective during outages or security events.
- High integrity, discretion and respect for confidentiality, privacy and privileged access.
- Accurate documentation and attention to detail in tickets, configurations, inventories and reports.
- Ability to work independently in a regional office and collaboratively with a geographically distributed ICT team.
- Vendor-management, planning, escalation and follow-through skills.
- Willingness to travel regionally and provide occasional out-of-hours support when required.

HOW TO APPLY

APPLICATION DEADLINE is 25th October 2026

An application form (**CVs will not be accepted**) can be found on the jobs and volunteering page of our website: <https://www.fairtrade.net/africa-en/about/opportunities.html> If you have any queries, please e-mail recruitmentwestafrica@fairtradeafrica.net or call +254 202721771 or +254 704180169 and ask to speak to a member of the HR team. Qualified applicants will be subjected to background checks as a pre-condition of employment. Completed applications should be saved in the applicant's name and the position (ICT Officer) and be e-mailed to recruitmentwestafrica@fairtradeafrica.net All applicants should state how they meet essential requirements of the post and include their email address, telephone contacts and three referees with contact details on the application form.

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED.