### DESCRIPTION OF SERVICES

#### Job Identification:

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Network Support &amp; Meetings - Intern</th>
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</thead>
<tbody>
<tr>
<td>Work Unit:</td>
<td>Corporate Services Division</td>
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<tr>
<td>Responsible To:</td>
<td>Network Support Coordinator</td>
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<td>Job Purpose:</td>
<td>This position assists the Information Services Team</td>
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<tr>
<td>Date:</td>
<td>June – December 2022</td>
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The Temporary staff is to provide assistance to the ICT Team in the following tasks:

1. **Assist the Meeting Support Coordinator in:**
   a. First level support for all meetings including
      i. Set up, support and standby for meetings
      ii. Training of staff on how to support meetings, including bookings for meetings
      iii. Work with KRA support on meeting details
   b. Research and development of meeting technologies
   c. Familiarization through hands on learning with the meeting infrastructure to be able to support meetings with minimum directions.

2. **Assist the Network Support Coordinator in:**
   a. Testing and troubleshooting
   b. Ensuring network infrastructure is running efficiently and being monitored with less user complaints
   c. Conducting Operational checklists (daily, weekly and monthly)
   d. Telephones management
   e. Satellite phones testing
   f. Cabling for voice, data and video
   g. Asset management of all meeting and network support equipment

3. **Assist User Support Coordinator in:**
   a. Providing
      i. Answering the telephones, following up of email requests and acknowledgement
      ii. Log tickets and coordinate with the ICT Team
      iii. Troubleshooting of user problems
   b. Where needed on request from user support coordinator.

4. **Working with ICT Support and Documentation**
   a. Documentation and network diagrams
   b. Procurement activities
   c. Bill payments, analysis and updates
   d. Continuous improvements in skills and service areas
   e. Active team participation in all PIFS activities