



Employment Opportunity

ICT Student Attachment

The Deposit Protection Corporation (DPC) is inviting applications from interested students pursuing studies in Information and Communication Technology (ICT) seeking attachment opportunities. The position will be based in Harare.

Key Duties and Responsibilities:

- Assist with helpdesk calls, scheduling, and tickets management.
- Follow up on user requests and ensure timely resolution.
- Basic end-user support on technical issues covering Mac/PC hardware, printers, scanners, computer peripherals, mobile devices (iOS and Android) and network connectivity.
- Create accounts and configure end-user computer systems.
- Assist in the maintenance of IT standards and documentation.
- Use remote tools for maintenance and support of ICT systems.
- Maintain audio and video equipment in conference rooms.
- Assist in the software development and deployment.
- Other duties as may be assigned for exposure to modern ICT systems.

Education and Experience:

- The candidate must be a third year student pursuing a degree in Computer Science or Information Technology.
- Familiar with Windows OS, Mac OS X and Office 365.
- Familiar with software programming tools and databases.
- Interest or demonstrated experience with computer hardware and/or software.
- Demonstrated interest in software development, data communications, or information security.

Required Skills:

- Basic technical skills and aptitude to learn technology to support ICT users.
- Be organized and structured with work orders, able to schedule work orders in a timely manner.
- Able to follow verbal and written plans and technical instructions with minimal supervision and guidance.
- Prioritize projects and services to minimize user interruption and down time.
- Employ a customer service approach and present information about technical issues clearly, both verbally and in writing.
- Communicate effectively both orally and in writing.
- Operate standard office equipment including a computer and standard software.
- Establish and maintain cooperative and effective working relationships with others.
- Meet schedules and timelines.
- Maintain confidentiality of sensitive and privileged information.
- Possess excellent analytical and problem-solving skills.
- Possess a strong work ethic and attention to detail.

Applications stating availability period, detailed curriculum vitae and indemnity letters from the College/University should be sent via email to recruitment@dpcorp.co.zw or hand delivered to DPC Head Office at Evenly House, 26 Fife Avenue/Cnr Blakiston Street, Harare no later than **16 June 2023**.