مؤسســـة الآغـــا خان
AGA KHAN FOUNDATION

JOB OPPORTUNITY

The Aga Khan Development Network (AKDN) is a group of development agencies with mandates that include the environment, health, education, architecture, culture, microfinance, rural development, disaster reduction, and the promotion of private-sector enterprise and the revitalization of historic cities. AKDN agencies conduct their programmes without regard to faith, origin, or gender.

The Aga Khan Foundation in Syria seeks to employ a full-time **Operations Officer- IT Helpdesk** for its office in Damascus.

JOB SUMMARY:
The Operations Officer- IT Helpdesk will be responsible for ensuring that end users are receiving the appropriate assistance. This includes managing all procedures related to the identification, prioritization, and responding to end-user help requests, this will guarantee smooth and reliable IT operations throughout the organization. The incumbent will report directly to the IT Team Leader.

ROLES AND RESPONSIBILITIES:

➢ **Technical Support:**
- Provide first-line technical support to staff for hardware, software, and network issues.
- Troubleshoot and resolve IT-related problems, such as login issues, email configuration, and software malfunctions.
- Assist with the setup and configuration of IT equipment (e.g., laptops, printers, and other peripherals).

➢ **System Maintenance**
- Perform regular updates and maintenance of IT systems, including operating systems, antivirus software, and other applications.
- Monitor system performance and address any issues proactively.

➢ **Network Support**
- Assist with the setup and maintenance of local area networks (LANs), Wi-Fi, and VPNs.
- Troubleshoot network connectivity issues and ensure secure and reliable internet access.

➢ **Hardware and Software Management**
- Install, configure, and maintain hardware and software across the organization.
- Manage inventory of IT assets, including procurement, distribution, and disposal of equipment.

➢ **Security and Compliance**
- Ensure IT systems comply with organizational policies and industry standards.
- Implement and monitor security measures, such as firewalls, antivirus software, and data encryption.
- Educate staff on IT security best practices, such as password management and phishing awareness.

➢ **Training and Documentation**
  - Provide training and guidance to staff on the use of IT systems and tools.
  - Develop and maintain user manuals, FAQs, and other documentation to assist staff.

➢ **Remote Support**
  - Offer remote IT support to field offices or staff working in remote locations.
  - Use remote desktop tools to troubleshoot and resolve issues.

➢ **Innovation and Improvement**
  - Stay updated on emerging technologies and recommend improvements to enhance IT efficiency and effectiveness.
  - Implement cost-effective IT solutions that align with the INGO's mission and budget.

QUALIFICATIONS AND REQUIREMENTS:

- The applicant must have a bachelor's degree in Information Technology, Computer Science, or Information Systems.
- At least 3 years of experience working in IT troubleshooting and maintenance.
- Experience documenting issues and maintaining knowledge bases.
- Experience with remote desktop tools
- Good experience working with Windows environment troubleshooting, installation and applications.
- Understanding of IT systems, hardware, and software.
- Basic networking knowledge (TCP/IP, DNS, DHCP).
- Familiarity with cybersecurity principles.
- Strong communication and interpersonal skills
- Good problem-solving and analytical thinking skills.
- Ability to work effectively under pressure and manage multiple tasks.
- Good understanding of Computer Networks.
- Strong organizational skills with the ability to prioritize tasks and manage time effectively.

Safeguarding Commitments:
AKF is committed to maintaining the highest standard of ethical behaviour among its staff, representatives, and partners to make sure of do no harm of the beneficiaries and whom dealing with. In line with this commitment; the incumbent to this position must adhere to the AKF Code of Conduct and the relevant Safeguarding policies.

Interested male and female applicants are required to apply exclusively via this Link

Deadline for applications submission is Sunday March 22nd 2026.

Only shortlisted candidates will be contacted

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