



## WWF UGANDA COUNTRY OFFICE

### VACANCY ANNOUNCEMENT (Readvertised)

<b>Position:</b>	<b>IT Officer</b>
<b>Reports to:</b>	<b>Procurement, Admin, &amp; IT Manager</b>
<b>Location:</b>	<b>Kampala</b>
<b>Supervises:</b>	<b>None</b>

**Want to make a positive difference to the future of people and our one shared home, the Earth? Working at WWF could be your opportunity of a lifetime.**

All around the world, people are waking up to the deepening crisis of nature loss. A growing realization that nature is our life-support system. And that nobody will be spared from the impacts of its loss. Here at WWF, we are helping to tackle this enormous global challenge. Our people come from hugely diverse backgrounds and with a variety of expertise, ranging from HR and finance to advocacy and conservation science. We welcome applications from anyone who believes they can help us create a better future for people and wildlife.

#### **What we do**

We are an independent conservation organization, striving to sustain the natural world for the benefit of people and wildlife. From individuals and communities to business and government, we are part of a growing coalition calling on world leaders to set nature on the path to recovery by 2030. Together, we seek to protect and restore natural habitats, stop the mass extinction of wildlife, and make the way we produce and consume sustainable.

**We are looking for a dynamic, enthusiastic and highly qualified person to fill the position of [IT Officer](#).**

#### **Job Summary**

The IT Officer is responsible for supporting all aspects of the IT systems and services for WWF Uganda by managing and maintaining its information and communication technology infrastructure. Additionally, the role includes taking overall responsibility for ensuring the functionality, security and integrity of the organization's IT system including but not limited to computer operations, Server operations, Networks, and other related IT system components in accordance with the WWF network standards. He/she will be responsible for installing and configuring servers, networks, computer systems, diagnosing hardware and software faults and troubleshooting technical and non-technical problems. The IT officer is responsible for data protection against cyber threats.

**In this regard, the IT Officer will;**

#### **IT Infrastructure Management**

- Align with Global standards for the selection and procurement of equipment and IT solutions for both hardware and software.
- Maintain and administer WWF-Uganda's IT infrastructure, including hardware, software, networks, and telecommunications systems.



- Coordinate with WWF-International on IT rollout programs, updates and procedures.
- Install, configure and upgrade computer systems and software as necessary to ensure smooth operations.
- Monitor system performance and troubleshoot issues proactively to minimize downtime by monitoring and maintaining LAN, WAN, internet connections, firewalls and switches to ensure maximum uptime.
- Assess hardware and software infrastructure needs at user and organizational level to ensure deployment of appropriate technology platforms in alignment with global standards.
- Enforce standard operating procedures, policies and performance standards to ensure implementation of quality technology and communication infrastructure

## **Data Management and Security**

- Develop and implement data management procedures to ensure the integrity, security and confidentiality of organizational data by performing regular data backup and disaster recovery procedures
- Implement security measures to protect WWF-Uganda's network against unauthorized access, viruses, and other cyber threats following global data management standards.
- Support users to comply with WWF International Cybersecurity awareness and training program.
- Coordinate with Global Cybersecurity team to respond to local cybersecurity and/or data breach incidents
- Support the organization to implement a Wifi Protection Access and authentication framework for wireless network access control.

## **User Support Training**

- Champion adoption and use of Microsoft 365 tools (Teams, SharePoint, OneDrive, Power Platform, etc.) to improve collaboration, productivity, and knowledge sharing.
- Support staff in adopting digital workflows and automations using tools like Power Automate and Power Apps.
- Provide technical support to the UCO staff on IT-related issues, including software usage, troubleshooting hardware and software faults, managing user accounts (active directory, email passwords), and best practices.
- Support the Communications team in handling all UCO Social media platforms
- Conduct orientation and reorientation, training all staff to enhance their IT skills to understand the IT systems, policies and procedures of the organization, and promote efficient use of technology resources.
- Carry out any IT support to all field offices when required.
- To train other staff in the appropriate use of IT facilities and equipment within the organization, such as overhead projectors and computers.



## ICT Policy Development and Compliance

- Assist in adopting global IT policies, procedures, and guidelines to ensure compliance with relevant regulations and standards.
- Monitor compliance with ICT policies and recommend improvements or updates as needed to enhance efficiency and security.
- Report and escalate policies violations to the Global Cybersecurity Team for remediation.
- Coordinate with the Global IT teams to support internal and external IT audits as required, and implementation of IT audit recommendations.

## IT Project Management

- Follow global project management methodologies to ensure the successful delivery of IT-enabled business projects on time, quality and budget.
- Collaborate with other departments to identify IT needs and propose solutions to support organizational objectives.
- Manage ICT projects from conception to implementation, ensuring timely delivery within budgetary constraints.
- Coordinate with external vendors or consultants as necessary to produce ICT equipment and services.

## IT Capacity Building

- Stay abreast of emerging technologies and trends in the IT field and assess their potential relevance to WWF's operations, including but not limited to Data and Analytics, Cybersecurity and Data Protection, Artificial Intelligence.
- Identify training and development opportunities for staff to enhance their IT skills and knowledge, especially in using Microsoft technologies and tools.

## Asset management

- Manage IT inventory, guide in providing IT equipment specifications for during procurement, entering IT and other assets in asset registry, tagging of new assets.

## Documentation and reporting

- Document network configurations and prepare monthly reports on systems performance, assets and IT incidents.

## Required Qualifications and Experience

- Bachelor's degree in computer science, Information Systems, or other related field or equivalent qualification background
- At least 5 years of relevant technical and business work experience.
- CCNA and Microsoft Certificate is an advantage.



- In-depth experience in Windows; Cloud-computing, Internet and Administering multi- serve multi-protocol (TCP/ IP & IPX); Windows NT local area network.
- Experience with any of the following: Microsoft SharePoint, Microsoft Exchange Server, Microsoft SQL Server, Microsoft Lync Server, Active Directory, Group Policy, VMWare vSphere
- Good interpersonal and communication skills.
- Work experience in a big international development organization is an advantage.
- Excellent communication skills both in spoken and written English.
- Demonstrated knowledge of complex hardware and software products and problem-solving / diagnostic skills.
- Ability to write up policies and guidelines
- Good planning, organization, time management, facilitation, and coordination skills
- Ability to work under pressure, towards tight deadline, and overtime if required.
- Working on own initiative with minimum supervision and staying on task
- Adheres to WWF's core values: Courage, Integrity, Respect and Collaboration.
- Demonstrates WWF behaviors "strive for impact, listen deeply, collaborate openly and innovate fearlessly" in ways of working.
- Adherence to WWF's values, which are: Courage, Integrity, Respect and Collaboration.

#### **How to apply?**

Email an application cover letter, Curriculum Vitae and contact details of three (3) referees plus copies of academic qualifications (sent as one PDF document) clearly indicating "***the job title***" in the subject line to: [recruitment@wwfuganda.org](mailto:recruitment@wwfuganda.org)

**Deadline for applications: 15<sup>th</sup> February 2026.**

**NOTE: Those who previously applied need not apply. If you do not hear from us by 15<sup>th</sup> March 2026, consider your application unsuccessful.**