

# EMPLOYMENT OPPORTUNITY

A Company is inviting applications from suitably qualified and experienced candidates for the under listed vacant position. This position is for immediate occupation and shall be based at our headquarters in Lusaka.

<b>Designation</b> : <b>Infrastructure Support Specialist</b>
<b>Reporting Line</b> : Manager Information and Communications Technology
<b>Department</b> : Information and Communications Technology
<b>Location</b> : Lusaka
<b>Job Purpose</b> : Design, Install, Configure, Support and Maintain the organisation's Local Area Network (LAN), Wide Area Network (WAN), Internet, Email, IP based CCTV, Access Control and Telephone system. Monitor network traffic to ensure network availability to all system users and perform necessary maintenance works to keep the infrastructure in optimal condition. Ensure network support services are improved and to implement network security measures to protect the confidentiality, integrity, and availability of data and/or information on the corporate infrastructure.
<b>Key Performance Areas:</b> - <ol style="list-style-type: none"><li>1. To effectively analyse, design, install and configure networks and subnets in order to facilitate connectivity to company computers and applications</li><li>2. To install and configure communication equipment i.e. Routers, Switches, Modems and PABX.</li><li>3. To install and configure firewalls and network monitoring tools.</li><li>4. To ensure the Local Area Network (LAN) and Wide Area Network (WAN) services are always available to provide users with the necessary communications.</li><li>5. To plan and implement LAN, WAN, MAN, WLAN, SAN and VPN infrastructure to ensure reliable and quality network service delivery that meets international standards</li><li>6. To evaluate the Local Area Network (LAN) or Wide Area Network (WAN) performance data to ensure sufficient availability or speed and to identify network problems, or for disaster recovery purposes.</li><li>7. To effectively develop network policies and standards for ICT infrastructure in order to Facilitate inter-operability of the ICT systems and provide security awareness training, guidance and support to users.</li><li>8. To conduct research in Network Products, Services, Protocols and Standards to remain abreast with developments in the networking industry.</li><li>9. To ensure continuous internet and email connectivity throughout the company by resolving issues with the service providers in the shortest possible time.</li><li>10. To install, configure and maintain core network infrastructure in the company</li></ol>

11. To analyse performance information for audit and maintenance purposes so the network services and peripherals are efficiently, and cost effectively provided.
12. To troubleshoot faults on the network and provide technical solutions to ensure high availability of network services.
13. To provide user support by giving the necessary assistance in all networks.
14. To train users on existing and new systems and software to ensure optimum utilization of installed software packages.
15. To prepare and submit ad-hoc, Monthly and Quarterly reports of the section's activities, performance, and related issues.
16. To document and maintain inventory of all company ICT infrastructure as well as maintaining backups of all device configuration files
17. Maintain record of all faults raised and resolved with detail of actions taken in problem resolution.

### Qualifications and Experience

1. Full Grade Twelve (12) Certificate or its equivalent.
2. Bachelor's Degree in Information Technology or its equivalent
3. Must be a member of the Information and Communication Technology Association of Zambia (ICTAZ) with a valid practicing license.
4. CISCO Certified
5. At least 5 years experience in network design, installation and management
6. Experience working for an ISP will be an added advantage.
7. Written Skills: Ability to write in English
8. Oral Skills: Ability to communicate clearly in English
9. In depth working knowledge of Windows & Linux LAN/WAN Infrastructure
10. Technical Skills and competence in networking, IP PABX, IP ACCESS Control, IP Telephony and SIP Trunk
11. Thorough understanding of Client/Server operating systems and applications
12. Thorough understanding of computer hardware operations, maintenance and repair processes
13. Good Communication Skills (Both written and verbal)
14. Ability to configure and setup Cisco Firewalls, VPN Connections and Security appliances for access to mission critical applications and implement network security
15. IT security Management and Cybercrime Skills
16. IT Disaster Recovery and Management Skills
17. Coaching and presentation Skills
18. Strong planning and personal organizational Skills
19. Interpersonal and negotiation Skills
20. Project Management Skills
21. Demonstrating strong analytical and problem-solving skills.
22. In depth knowledge in scripting, programming, and coding
23. PC and Mac systems and other mobile operating systems

24. Java, C, C++, JavaScript, Python, Ruby or similar scripting languages
25. Experience with Microsoft programming languages and platforms including C#, VB.Net and ASP.NET MVC programming is a plus.
26. Knowledge of object-oriented and test-driven development concepts
27. Knowledge of SQL Server Integration Services (SSIS) and SQL Server Reporting Services (SSRS)
28. Understanding of data integration problems
29. Experience converting business requirements to technical design documents and in reverse engineering of software systems
30. Linux/Unix
31. Microsoft SQL, MySQL, or PostgreSQL
32. Knowledge of Microsoft SQL Server including development of simple to complex queries, stored procedures, triggers, and functions
33. Familiarity with the main data manipulation languages and the principles of database design
34. Remote software
35. Backup software
36. Excellent communication and interpersonal skills
37. Troubleshooting and problem-solving skills
38. High level of integrity and confidentiality

## APPLICATION METHOD

All application letters with current curriculum vitae (CV) and certified copies of academic/professional qualifications should be forwarded to [jobs@psmfc.co.zm](mailto:jobs@psmfc.co.zm) not later than 12.00 hours, Thursday 5<sup>th</sup> March 2026. The subject of the email must be clearly indicate **Application for position of Infrastructure Support Specialist**. Applicants should fill in the form on this link [Application Form: Hardware Support Specialist – Fill in form](#). Only shortlisted candidates will be communicated to.