

Kigali, July 25th, 2025
N° 0979/07/2025/RCI

JOB OPPORTUNITY

Join Our Team: IT Expert

Are you passionate about leveraging technology to support development knowledge exchange and promote innovative initiatives to a global audience? Join Rwanda Cooperation Initiative (RCI), a dynamic institution at the heart of international cooperation and knowledge exchange, built on Rwanda's Home-Grown Solutions.

About Rwanda Cooperation

Established in 2018, RCI is Rwanda's global gateway for development knowledge exchange. We promote Rwanda's innovative development experiences through study visits, training, research, advisory services, and project implementation. Our mission is to foster shared learning and partnerships that accelerate development globally.

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About the Role

As a IT Expert, you will:

- Maintain and enhance RCI's IT infrastructure and systems for optimal functionality, efficiency, and scalability.
- Provide technical support and training to staff, including troubleshooting hardware and software issues.
- Deploy, monitor and manage network and security systems (firewalls, VPNs, LAN/WAN).
- Implement data protection, backup, and recovery systems in line with national data laws.
- Manage and update RCI's website and digital platforms to ensure security and functionality.
- Oversee ICT budgets, assets inventory, and contracts with vendors/service providers.
- Coordinate ICT equipment acquisition and vendor performance.
- Organize and deliver ICT trainings and assess user capacity.

Qualifications and Requirements

- Bachelor's degree in Information Technology, Computer Science, or a related field.
- A Master's degree in a related field is an added advantage.
- Professional certifications such as CCNA, CISSP, MCSE or equivalent are highly preferred.
- At least 3 years of relevant experience (or 1 year with a Master's degree), with demonstrated proficiency in IT systems, infrastructure, and support.
- Experience in managing IT systems and support in diverse environments (Windows, Linux, macOS, Office 365, server/network management, and scripting languages (e.g., PowerShell, Bash, JavaScript, PHP).).
- Proficiency in web development (HTML, CSS, PHP, MySQL), CMS platforms, and cybersecurity practices.
- Strong analytical, communication, and problem-solving skills, with a mindset for innovation and service.

How to Apply

Address your application to the Chief Executive Officer of RCI and send it by email to: recruitment@cooperation.rw with the subject line "IT Expert".

Deadline: Friday, August 8th, 2025, by 5:00 PM.

Submit the following documents in a single zipped file:

- Curriculum Vitae (CV)
- Cover Letter
- Copies of notarized Degree(s) and Certificate(s)
- National ID card or valid Rwandan Passport

Why Join Us?

Be part of an institution that is shaping Rwanda's development story and amplifying its impact through global cooperation and shared learning.

Note: Only shortlisted candidates will be contacted.

Best regards,

A digital signature in blue ink is written over a rectangular box containing the Rwanda Cooperation logo, which consists of the stylized bars and the text "Rwanda Cooperation".

Digitally signed

Ms. Patricie Uwase
Chief Executive Officer

Job Identification	
Administrative Unit	Office of the Chief Finance Officer
Job Title	IT Expert
Job Category	Expert
Supervisor Title:	Chief Finance Officer
Job Purpose	
Under the supervision of the Chief Finance Officer, the IT Expert plays a critical role in maintaining and enhancing the organization's digital infrastructure. This role ensures smooth operations across all departments by troubleshooting IT systems, managing networks, overseeing cybersecurity protocols, and providing ICT training and support. The IT Expert combines a problem-solving mindset with strong technical expertise to help RCI stay secure, connected, and digitally agile.	
Key Job Responsibilities	
Functions	Tasks
1. IT Infrastructure and User Support	<ul style="list-style-type: none"> – Continuously assess RCI's IT systems and infrastructure to ensure optimal functionality and reliability. – Develop and implement IT strategies and procedures to enhance efficiency and improve workflow. – Resolve user issues related to software, hardware, network and system access. – Support both in-house and remote staff, including contractors and vendors. – Assist with the installation and configuration of new hardware/software and train staff on its use. – Recommend upgrades or enhancements to meet evolving organizational needs. – Ensure IT equipment purchases are aligned with technical specifications and standards. – Maintain and update IT assets inventory.
2. Network Reliability and Security	<ul style="list-style-type: none"> – Troubleshoot and resolve issues in network and security infrastructure (routers, firewalls, VPNs, proxy servers switches). – Deploy, monitor and optimize local and wide area networks using industry-standard tools and protocols. – Track network performance, analyze traffic, and provide capacity planning recommendations using the Network Management System

	and monitoring tools.
3. Data Management and Cybersecurity	<ul style="list-style-type: none"> – Ensure the security of internal data through encryption, secure storage, and access control. – Implement data backup and recovery systems. – Maintain internal communication systems (e.g., email, messaging) to ensure smooth functionality. – Regularly update and patch operating systems, antivirus software, and other IT tools. – Ensure full compliance with national data protection regulations.
4. ICT Training and support services	<ul style="list-style-type: none"> – Assess staff ICT competencies and identify training needs. – Conduct training sessions on software, systems, and digital best practices. – Develop user-friendly training materials and documentation. – Offer prompt support on hardware/software issues across the organization.
5. Website and Digital Platform Management	<ul style="list-style-type: none"> – Maintain and regularly update the organization's website and digital platforms. – Conduct regular backups and implement security measures for all digital platforms. – Ensure seamless integration, functionality, and uptime across all platforms.
6. ICT Budgeting and Vendor Management	<ul style="list-style-type: none"> – Prepare the ICT budget and recommend cost-effective solutions. – Coordinate ICT equipment acquisition through approved institutional procurement processes. – Manage contracts with ICT service providers and vendors. – Monitor and report on the performance and quality of outsourced ICT services.
Job Specifications	
Required Education Qualifications	<ul style="list-style-type: none"> – Bachelor's Degree in Information Technology, Computer Science or related field. – Master's Degree in related field is an advantage. – Professional certifications in ICT field such as A+, N+, CCNS, CISSP, MCSE, CCNA, MCSA, LAMP/WAMP Framework and MCITP or similar are highly preferred.
Relevant Experience	<ul style="list-style-type: none"> – At least 3 years professional experience in IT fields for Bachelor's degree holders, or 1 year working experience in the same for Master's

	<p>degree holders;</p> <ul style="list-style-type: none"> – Hands-on experience with IT infrastructure, systems administration, and technical troubleshooting. – Familiarity with environments such as Windows10, Linux, macOS, Windows Server, Active Directory, Server management Exchange/Office 365, and network storage systems. – Experience with scripting and programming languages such as PowerShell, Bash, Java, JavaScript, PHP, etc.
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Required Skills and Competencies

IT and Website Management:

- Strong diagnostic skills for resolving IT infrastructure issues.
- Proficiency in operating systems (Windows/Linux/macOS).
- Advanced knowledge of Microsoft Office products, basic networking protocols, and server environments.
- Proficiency in web technologies (HTML, CSS, PHP, MySQL, JavaScript) and CMS platforms.
- Familiarity with development environments such as Dreamweaver, NetBeans, Eclipse, or PHPStorm and frameworks like Bootstrap.

Customer Focus:

- Builds strong relationships with users and provides high-quality service.
- Demonstrates patience, empathy, and responsiveness in user support.

Analytical Thinking:

- Exercises sound judgment and confidentiality.
- Generates innovative solutions and pays attention to detail.

Communication:

- Conveys complex information clearly to both technical and non-technical audiences.
- Practices active listening and provides constructive feedback.
- Confident presenter and team communicator.

Professionalism:

- Upholds the highest ethical standards and maintains confidentiality.
- Takes ownership of responsibilities with a sense of urgency and pride.

Leadership and Initiative:

- Proactively identifies areas of improvement for RCI staff and drives change.
- Acts as a role model and encourages others to pursue excellence.
- Shows enthusiasm for both current duties and future possibilities.

Problem Solving:

- Identifies challenges early and applies logical, resourceful solutions.
- Escalates unresolved issues with clear documentation and proposed alternatives.