

KIGALI PUBLIC LIBRARY

JOB DESCRIPTION – Technical support officer

1. Job Purpose

The IT Support Technician provides day-to-day technical and operational support to KPL staff and library users. The position assists the Systems Administrator with the maintenance of KPL's website, Koha Library Management System, ICT equipment, networks, backups, and other digital systems.

The position also supports front-desk library operations, including membership registration, visitor reception, telephone handling, circulation support, and basic catalogue and library system services.

2. Key Duties and Responsibilities

A. IT Technical Support

- Provide first-line technical support to KPL staff and library users.
- Diagnose and resolve basic hardware, software, connectivity, printing, and user-access issues.
- Install and configure computers, peripherals, software, and other ICT equipment as required.
- Escalate complex technical problems to the Systems Administrator or designated service provider.
- Assist in maintaining an inventory of ICT equipment and software.
- Ensure that ICT equipment is properly handled, maintained, and stored.

B. Website and Digital Systems Support

- Work closely with the Systems Administrator to monitor the performance and availability of KPL's website and digital platforms.
- Assist with routine website content updates and maintenance.
- Monitor and report website functionality and accessibility issues.
- Analyze basic system and website logs and report unusual activities or recurring issues.
- Assist with implementing website improvements and accessibility measures.
- Support the Systems Administrator in maintaining other digital platforms used by KPL.

C. Koha and Library Systems Support

- Assist with the day-to-day operation of the Koha Library Management System.
- Support staff and library users with basic Koha-related issues.
- Assist with membership registration and updating member records.
- Assist with check-in and check-out of library materials.
- Assist with catalogue searches and provide basic guidance to users.
- Support basic cataloguing and data-entry activities under the guidance of library staff.
- Report Koha system errors or technical issues to the Systems Administrator.
- Maintain familiarity with the library catalogue, its structure, layout, and search functionality.

D. Backup and Data Support

- Assist with regular backups of the KPL website and Koha system in accordance with established procedures.
- Support the restoration of website or system data when required and under appropriate supervision.
- Verify that backups are completed successfully and report any failures.
- Maintain appropriate records of backup and restoration activities.

E. ICT Security

- Follow and support KPL's ICT security procedures.
- Ensure computers and other ICT equipment are protected against unauthorized access.
- Assist with software updates, antivirus protection, password management, and other routine security measures.
- Report suspected security incidents, unauthorized access, malware, or other risks to the Systems Administrator immediately.
- Promote responsible and secure use of ICT resources among staff and library users.

F. User Training and Support

- Provide basic guidance to staff and library users on KPL's digital systems and ICT facilities.
- Assist with systems training and orientation sessions when required.
- Prepare simple user instructions and guides where necessary.

- Support staff in resolving routine system and technology-related challenges.

G. Front Desk and Library Services Support

- Handle incoming telephone calls and direct enquiries to the appropriate staff members.
- Welcome and assist visitors to the Library in a professional and courteous manner.
- Register new library members and maintain accurate membership information.
- Assist users with accessing the library catalogue and other digital resources.
- Support check-in and check-out of library materials.
- Assist library staff with basic cataloguing and processing of library materials.
- Assist with book assembling, labelling, preparation, and other collection-processing activities.
- Provide basic information about KPL's platforms, programs, events, services, and facilities.
- Refer complex library, membership, or technical enquiries to the appropriate staff member.

H. Library Operations and Customer Service

- Ensure users receive accurate, timely, and courteous assistance.
- Support the smooth operation of the library front desk when required.
- Maintain confidentiality of member information and other library records.
- Follow KPL policies and procedures relating to customer service, ICT use, data protection, and library operations.

I. Reporting and Documentation

- Maintain records of IT support requests, technical incidents, repairs, and interventions.
- Report recurring technical problems to the Systems Administrator.
- Assist in preparing periodic reports on ICT support activities and system issues.
- Maintain accurate records of ICT equipment and assigned assets.

3. Qualifications

- Diploma or Bachelor's degree in Information Technology, Computer Science, or a related field.

- Relevant professional ICT certifications are an added advantage.

4. Experience

- 1–2 years of experience in IT support, helpdesk support, systems support, library technology, or a related field.
- Experience working with websites, library management systems, or Koha is an advantage.
- Experience providing customer or user support is preferred.

5. Technical Skills and Competencies

- Basic knowledge of computer hardware, software, networking, and troubleshooting.
- Basic knowledge of website administration and content management.
- Basic understanding of backups and data restoration.
- Familiarity with library management systems, preferably Koha.
- Good computer literacy and ability to learn new technologies quickly.
- Good customer service and communication skills.
- Strong attention to detail and accuracy.
- Good problem-solving skills.
- Ability to work under pressure and respond to technical issues promptly.
- Ability to work collaboratively with technical and non-technical staff.
- Professional, courteous, and service-oriented approach.

7. Application method:

Interested and qualified candidates should submit the following documents:

- Updated Curriculum Vitae (CV);
- Motivation Letter; and
- Copies of relevant academic qualifications.

Applications should be submitted by email to recruitment@kplonline.org.

N:B. Only shortlisted candidates will be contacted.