
JOB DESCRIPTION – IT & FACILITY MAINTENANCE OFFICER

Alliance Française Port Harcourt

Position Summary

The IT & Facility Maintenance Officer is responsible for ensuring the proper functioning, maintenance, and follow-up of IT systems, technical equipment, electrical installations, office machines, and energy-related infrastructure at Alliance Française Port Harcourt.

This role requires a hands-on and versatile professional who can carry out basic technical interventions independently while also coordinating, understanding, challenging, and validating the work of external service providers when specialized support is needed.

Location: Port Harcourt, Rivers State, Nigeria

Key Responsibilities

1. IT Support & Daily Operations

- Provide first-level support for laptops, printers, projectors, Wi-Fi, and office equipment
- Troubleshoot common hardware, software, and connectivity issues
- Ensure classrooms and offices remain technically operational at all times
- Support staff with day-to-day IT needs and minor technical interventions

2. Network, Internet & Telecom

- Monitor internet access, airtime, data subscriptions, and service continuity
- Track data consumption and anticipate recharge or renewal needs
- Manage routers, Wi-Fi, Starlink, and network access credentials securely
- Coordinate with telecom providers and follow up connectivity incidents

3. Equipment & Office Maintenance

- Maintain audiovisual, classroom, and office equipment in good working condition
- Follow up maintenance and repair of printers, photocopiers, and related devices
- Organize preventive maintenance and monitor equipment condition
- Keep a basic inventory of technical equipment and report replacement needs

4. Electrical, Energy & Site Safety

- Carry out minor electrical and technical interventions when possible
- Identify basic faults affecting power, equipment, or classroom operations
- Monitor electrical installations, generator, inverter, and related systems
- Report risks promptly and help ensure safe operation of offices, classrooms, and event spaces

5. Coordination of External Service Providers

- Coordinate with electricians, IT technicians, AC technicians, photocopier technicians, and other service providers
- Follow up interventions on-site and ensure timely completion
- Understand, question, and clarify technical diagnostics when necessary
- Verify completed work before validation, reporting, or payment

Candidate Profile

Previous successful experience in a similar role is desirable, including through an internship. The position is open to junior candidates who already have some practical field exposure and demonstrate solid basic technical skills, a proactive attitude, and a strong willingness to learn. The candidate must also be comfortable using a computer to manage equipment inventories, handle basic administrative tasks, and prepare simple reports by email and in Excel.

Technical Skills

- Good practical understanding of IT systems and office equipment
- Basic electrical and maintenance knowledge
- Ability to troubleshoot technical issues independently
- Comfortable using tools and carrying out small repairs/interventions
- Ability to understand technical diagnostics and maintenance processes
- Comfortable using a computer for inventory tracking, email reporting, and basic Excel follow-up

Personal Qualities

- Hands-on and practical mindset
- Autonomous and resourceful
- Strong problem-solving skills
- Organized and reliable
- Able to react calmly during technical emergencies or power issues

Important Note

This is a field-oriented and operational role rather than a purely desk-based IT position. The successful candidate must be comfortable combining technical follow-up with practical on-site intervention.

Working Conditions

- Regular working hours are from 8:30 a.m. to 5:30 p.m., Monday to Friday, with a one-hour lunch break around noon. The position may also require occasional availability on Saturdays and in the evenings to support events and institutional activities. When Saturday work is required, time off in lieu will be granted in agreement with management, either on the preceding Friday or on the following Monday.
- Attractive work and Salary conditions.
- After one year within the institution, employees may benefit from additional advantages and performance-based bonuses depending on the activities, results, and overall performance of the organization, as well as the achievement of individual objectives.

Start Date

The successful candidate is expected to start as soon as possible.

How to Apply

Interested candidates may send their application to director.phc@af-nigeria.org and mention the job title in the subject line (Cover Letter, Curriculum Vitae / CV and references).

Applications should be submitted no later May 31st, 2026.