



ICT & SYSTEMS GRADUATE-IN-TRAINING

POSITIONAL INFORMATION	
Terms of Employment: Fixed-term contract (12 months)	Reports to: Data Manager
Location: INMACOM Office, Mbabane	Category: Graduate-in-Training
Salary Grade: [To be determined]	Subordinate Positions: None
JOB SUMMARY	
The ICT & Systems Graduate-in-Training will provide first-line support for INMACOM's ICT infrastructure, business systems, databases and users under the guidance of the Data Manager. The role combines practical help-desk support with structured exposure to data management, information security, SharePoint and cloud collaboration, and water-resources information systems. The graduate will also assist with documenting and improving ICT procedures while developing the technical and professional skills required for a career in ICT.	
KEY RESPONSIBILITIES	
1. ICT INFRASTRUCTURE & SYSTEMS SUPPORT - Assist in the installation, configuration, monitoring, maintenance and troubleshooting of hardware, software, and networks. - Provide help-desk services to staff for day-to-day hardware, software, network, and printer issues. - Conduct routine checks on network uptime, internet connections, and hardware security. - Shadow the Data Manager to learn the administration of server infrastructure and network security protocols.	
2. DATA & INFORMATION MANAGEMENT - Assist in maintaining relational databases, running data checks, and ensuring data integrity. - Assist in implementing data sharing and information management protocols. - Help configure and organize shared drives, SharePoint sites, and cloud storage repositories. - Contribute to data validation, processing, and safeguarding. - Carry out scheduled data backups and enforce basic digital hygiene and information security and cybersecurity awareness practices. - Participate in structured mentoring sessions to understand the lifecycle of water-resources data management.	
3. ICT SUPPORT AND CROSS-DEPARTMENTAL COORDINATION - Support the Corporate, Technical, Finance, and Administration teams in ICT-related needs. - Assist in evaluating hardware/software needs and gathering vendor quotes for IT equipment. - Help identify and resolve ICT-related risks, incidents, and technical issues. - Assist in updating and maintaining the Commission's website and digital media platforms. - Undertake other ICT-related duties as assigned by the Data Manager. - Progressively take on lead responsibility for specific ICT projects under supervision as part of professional development.	
QUALIFICATIONS	
Bachelor's degree in Computer Science, Information Technology, Information Systems or related field.	



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PROFESSIONAL EXPERIENCE

- Relevant internship, practical training or project experience in ICT support, databases or information systems will be an advantage.

KNOWLEDGE & SKILLS

- Foundational knowledge of hardware, software, and network troubleshooting.
- Knowledge of Microsoft SharePoint, database management, and information systems.
- High proficiency in MS Office (Word, Excel, Access, PowerPoint, Outlook).
- Exposure to or willingness to learn domain-specific tools (e.g. water resources systems, GIS software).
- Strong problem-solving skills and patience when troubleshooting.
- Ability to explain technical fixes clearly to non-technical team members as well as good written communication skills.
- Familiarity with national or transboundary water-related policies and agreements is desirable.

HOW TO APPLY

Interested candidates should submit a cover letter and curriculum vitae (CV) to info@inmacom.org by 28th August 2026. Please include "ICT Graduate-in-Training Application" in the subject line. Only shortlisted candidates will be contacted.