

RwandAir Ltd is the flag carrier airline of Rwanda. It operates domestic and international services to East Africa, Central Africa, West Africa, Southern Africa, Europe and the Middle East from its main base at Kigali International Airport. Our mission is to provide unsurpassed, safe, and reliable services in air transportation, including strategically linking Rwanda with the outside world while ensuring a fair return on investment. As part of the expansion strategy, we are looking for interested, qualified, and competent candidates to fill the following position:

Job Title: IT Support Engineer
Reports to: IT Manager Technology Services
Department: IT
Location: Head office, Kigali, with support to branch or remote sites

Job Purpose

The IT Support Officer is the first point of contact for staff with IT problems. The role keeps computers, printers, phones, accounts and business applications working so employees can do their jobs with minimal downtime. It resolves first-level incidents, escalates complex issues, and keeps IT assets and records up to date.

1. Key Duties and Responsibilities:

End user support

- Act as the first point of contact for staff reporting hardware, software, network or account problems, by phone, email, ticket or in person.
- Log, prioritise, track and resolve incidents and service requests in the helpdesk system within agreed SLAs.
- Escalate issues that cannot be resolved at first level to the right team or vendor, and follow up until closed.
- Provide remote and desk-side support, and guide users through fixes in clear, non-technical language.

Hardware and software

- Install, configure, upgrade and maintain desktops, laptops, printers, scanners, IP phones and mobile devices.
- Install and update operating systems, Microsoft 365, antivirus and approved business applications.
- Set up equipment for new staff and recover and wipe devices from staff who leave.
- Diagnose hardware faults and coordinate repairs or warranty claims with suppliers.

Accounts, network and security

- Create, modify and disable user accounts, email and access rights in Active Directory / Microsoft 365, following approval procedures.
- Reset passwords and manage multi-factor authentication for users.
- Troubleshoot basic LAN, Wi-Fi, VPN and internet connectivity problems.
- Apply security patches and updates, and report suspected security incidents such as phishing or malware.
- Support data backup and restoration for user devices.

Asset management and documentation

- Maintain an accurate inventory of IT equipment, software and licenses.
- Write and update knowledge base articles, user guides and troubleshooting procedures.
- Produce weekly or monthly reports on ticket volumes, resolution times and recurring issues.

Training and other duties

- Train staff on new systems, basic IT use and cyber security awareness.
- Support IT projects such as system roll-outs, upgrades and office moves.
- Set up and support meeting rooms, video conferencing and events.
- Perform any other related duties assigned by the supervisor.

Qualifications and experience

Area	Required	Preferred
Education	Bachelor's degree or Advanced Diploma (A1) in Computer Science, IT, Computer Engineering or a related field	Bachelor's degree
Experience	At least 2 years in IT support, helpdesk or desktop support	Experience in a corporate, airline, bank or other 24/7 environment
Certifications	None mandatory	CompTIA A+, Network+, ITIL 4 Foundation, Microsoft 365 (MD-102 / MS-900), CCNA
Languages	Fluent English	Kinyarwanda and French

Skills and competencies

Technical skills

- Windows 10/11 and macOS support; basic Linux is an advantage.
- Microsoft 365 (Outlook, Teams, OneDrive, SharePoint), Exchange Server Administration and Active Directory / Entra ID administration.
- PC and printer hardware troubleshooting and repair.
- Networking basics: TCP/IP, DNS, DHCP, Wi-Fi, VPN.
- Helpdesk ticketing tools such as Manage Engine, ServiceNow, Jira Service Management, Freshservice or GLPI.
- Remote support tools and device management (e.g. Intune, SCCM).

Personal competencies

- Strong customer service attitude, patience and professionalism with users at all levels.
- Clear verbal and written communication, including explaining technical issues simply.
- Logical problem-solving and attention to detail.
- Ability to prioritize and work under pressure.
- Integrity and discretion when handling confidential information.
- Team player who can also work independently and keep learning new technologies.

Working conditions and KPIs

The role is mainly office-based, with movement between floors, sites or branches. It may involve lifting equipment's, and working on shifts, weekend or on-call work where the business runs 24/7.

Key performance indicator	Typical target
Tickets resolved within SLA	90% or more
First-contact resolution rate	70% or more
User satisfaction score	4 out of 5 or higher
Asset inventory accuracy	98% or more
Knowledge base articles added or updated	At least 2 per month

2. How to Apply:

- An application letter addressed to the Chief HR & Administration Officer;
- Recent Curriculum Vitae;
- Copies of Notarized Degree/Diploma certificates
- Relevant certificates;
- Copies of academic papers;
- A photocopy of the Passport/National ID;
- Three referees

The deadline for submitting application documents (**Only PDF Format**) is **October 20th, 2026**. Please apply via the link: <https://erecruitment.rwandair.com/>.