

Job Title: Computer Design Lab Technical Assistant

Reporting Relationship: Makerspace Specialist

Job Location: KIC Hardware Center of Excellence, Ejisu, Ashanti Region, Ghana

Introduction

Kosmos Innovation Centre is a non-profit organization that invests in young entrepreneurs and small businesses. We empower entrepreneurs to turn their ideas into viable, self-sustaining businesses and we work alongside promising small businesses to help them scale and reach their full potential.

Each program is driven by local staff and private sector experts, resulting in a distinctive focus on commercial solutions and local knowledge. Our customized, best-in-class business support programs feature a mix of skills training, mentorship, and seed funding.

Since our inception, more than 1300 young leaders have been trained in business skills and entrepreneurship through participation in our programs. Many of the start-ups formed or incubated through us have secured additional investment and gone on to win other start-up competitions.

Equal Employment Opportunity

KIC is an equal opportunity employer that has zero-tolerance for discrimination on any basis. We actively seek out diverse backgrounds, perspectives, and skills so that we can develop talent and have sustained impact. We are committed to a workplace of respect and psychological safety where equal employment opportunities are available to all. We adhere to safer programming, and we do not engage in or tolerate discrimination on the basis of gender, religion, age, national or ethnic origin, disability, marital status, or any other vulnerable groups in the locations where we work.

Safeguarding & Ethics

We are committed to ensuring that all individuals we meet through our work, whether team members, community members, program participants, volunteers, students, or others, are treated with respect and dignity. We are committed to upholding the Universal Declaration of Human Rights and will not tolerate any form of violence, harm, child abuse, sexual exploitation, or harassment by or of our team members and program participants. As part of our commitment to a safe and inclusive work environment, team members are expected to conduct themselves in a professional manner, respect local laws and customs, and to always adhere to KIC's Code of Conduct policies, safeguarding policy and values.

About the KIC Hardware Center of Excellence:

The Kosmos Innovation Center (KIC) Hardware Center of Excellence is a pioneering, multidisciplinary makerspace designed to empower young entrepreneurs in Ghana by facilitating the development of innovative agricultural technologies. The center comprises specialized labs including Food Innovation, Electronics, Mechatronics, Computer Design, Metal Fabrication, and Woodworking. These labs provide the resources necessary to transform ideas into market-ready solutions, enhancing agricultural productivity and sustainability.

Job Description:

Summary

The jobholder oversees the daily operations of the Computer Design Lab, providing technically proficient support to lab users, maintaining lab equipment, and ensuring a safe and productive environment. This role involves offering technical assistance, troubleshooting issues, and facilitating the use of various software and hardware tools.

This job focuses on producing high-quality, detailed work following established standards, guidelines, and procedures. It requires precise, consistent output, patience, and the ability to handle one task at a time. The environment is stable, with well-defined processes and supportive relationships. Competency is built through structured training and positive coaching. Effective communication is based on familiarity with repetitive routines. Success is measured by consistent, error-free work adhering to regulations and standards. The job promotes steady, methodical work to ensure timely and accurate completion of tasks.

Job Responsibilities

Lab Operations:

- Open and close the lab according to the schedule.
- Monitor lab usage and manage lab access for users.
- Ensure the lab is clean, organized, and well-stocked with necessary supplies.
- Foster a welcoming and collaborative environment within the lab.
- Encourage knowledge sharing and collaboration among users.
- Promote the lab through outreach activities and events.
- Ensure all lab activities adhere to safety standards and protocols.
- Perform routine maintenance and calibration of computer design lab equipment.
- Ensure all equipment is in good working order and report any malfunctions to the appropriate personnel.
- Maintain an inventory of tools and materials and assist in procurement as needed.
- Collaborate with other lab staff to ensure smooth operations and share best practices.

Technical & Project Support:

- Assist users with the operation of computer design lab equipment and tools.
- Provide technical guidance and support for computer design projects.
- Help users troubleshoot and resolve technical issues.
- Support users in developing and executing their computer design projects.
- Provide mentorship and technical advice to help users navigate challenges.
- Track and report on project progress to the relevant stakeholders.

Training and Education:

- Assist in developing and delivering training programs on the use of computer design lab equipment.
- Conduct workshops and demonstrations to enhance users' technical skills.
- Provide one-on-one training and support as needed.

Job Characteristics

- Technical/ analytical focus work within established systems, standards, and procedures.
- Communication is based on job knowledge and expertise
- Steady, even pace to promote accuracy and quality of work
- Ability in handling small tools and components for equipment maintenance and repairs.
- Capacity to stand for extended periods and perform repetitive tasks.
- Ability to move around the lab and assist users at different workstations.
- Capability to lift and move computer equipment weighing up to 50 pounds.

Job Requirements

- Minimum of bachelor's degree in computer science, information technology, or a related field. Advanced degree or certification or background in graphic design, is a plus.
- At least 3 years' experience in a computer lab or technical support role.
- Experience with hardware and software installation, troubleshooting, and maintenance.
- Familiarity with computer-aided design (CAD) software, other relevant technologies, various operating systems, and software applications.
- Proficiency in computer hardware and software, knowledge of networking protocols and security practices, and strong troubleshooting and diagnostic skills.
- Strong organizational skills to manage lab inventory, schedule maintenance, and ensure the lab is well-stocked and orderly.
- Ability to manage inventory, maintain records, and keep the lab organized.
- Excellent verbal and written communication skills to provide clear instructions, provide polite, friendly, and competent support to lab users.
- Ability to conduct training sessions, workshops, and one-on-one support to enhance users' technical skills.
- Ability to work effectively with a team and foster a collaborative environment within the lab.
- Proficient with Microsoft Office Suite or related software.
- Ability to work independently with little or no supervision.
- Passion for innovation and entrepreneurship.
- Experience with agricultural technologies and solutions is a plus.

If you have the expertise as described and are interested in the position of Makerspace Specialist, please click the link below to apply.

Application Link: <https://airtable.com/appOjwdRWpSDU9l6a/pagzsbw1hGUA3K7F8/form>