



JOB DESCRIPTION — INFORMATION TECHNOLOGY SPECIALIST

Amarac, Nigeria

Amarac is a global leader in information technology. We leverage technology to help businesses grow, communities thrive, and people prosper. Our culture is built on tenets that derive from the golden rule. A culture driven by people with different backgrounds and cultures, serving our clients with innovative solutions that solve their business problems, create stability, and drive growth.

Amarac Technology Solutions Limited, a subsidiary of **Amarac Technologies Incorporated**, with headquarters in the United States, consistently stands out in a competitive marketplace as an employer of knowledgeable, highly skilled, and competitive talent. We are a company that provides tailored IT solutions that enhance businesses and empower their employees. At the core, our job is to help remove obstacles that inhibit efficiency and productivity. As you consider the value of working for Amarac, we encourage you to remember that our dynamism, winning attitude, and strong performance will maximize your potential.

Position Summary/ Essential Duties and Responsibilities:

The Information Technology specialist will be responsible for the following duties:

- Providing subject matter expertise on Amarac's software products and services
- Providing level 1, level 2, and level 3 technical support to clients
- Participating in presentations of Amarac's software products and services to clients and potential clients
- Providing general technical support to internal staff
- Training clients on Amarac's products and services
- Training internal staff on productivity tools, including Microsoft Teams, Outlook, SharePoint, Microsoft Dynamics, Microsoft Office, and Power Apps applications
- Troubleshooting and resolving issues with applications and devices
- Collaborating with marketing teams on marketing and sales missions
- The candidate must have a firm understanding of the importance of Cybersecurity and information security, awareness, and training, and be able to observe data security principles and best practices in ensuring that Amarac's data is protected in accordance with IT Policy and organizational priorities.

Qualifications:

- Bachelor or master's degree in computer science or comparable experience in IT
- 2+ years in Office 365
- Some experience in Microsoft Dynamics 365
- Some experience in SharePoint Administration
- Some experience in HTML, CSS, and JavaScript programming
- Some experience in Power Platform (Power Automate, Power App, and Power BI)

- Experience in Agile or Scrum software development methodology
- Some experience in no code software development
- Some knowledge and experience in Azure Cloud Services
- Experience in techniques to troubleshoot and resolve application issues quickly and effectively
- Experience in healthcare is a plus

Interpersonal Skills:

- Must be self-motivated and goal oriented
- Attention to detail and proven ability to follow through
- Strong analytical, organizational, and problem-solving capabilities
- Ability to work on multiple projects and priorities concurrently
- Requires minimal supervision and motivation
- Ability to work collaboratively on team-based projects
- Proven relationship building skills and high energy level
- Excellent oral and written communication skills

Employment Type: Full-time

Benefits (minimum waiting apply):

- National Health Insurance Program
- Employee Assistance Program
- Two Weeks Paid Time Off

Schedule:

- 8-hour shift (9 - 5 PM)
- Monday to Friday

Education:

- Bachelor's or master's degree

Experience:

- 2 years of software development experience

Work Location:

- Abuja

Eligibility Requirements:

- Interested candidates must be 18 years of age or older
- Must be willing to submit to a background investigation; any offer of employment is conditioned upon the successful completion of a background investigation
- Must have unrestricted work authorization to work in Nigeria. For employment opportunities in Nigeria, Amarc hires Nigerian citizens, permanent residents, asylees, refugees, and temporary residents. Temporary residence does not include those with non-immigrant work authorization, such as students in practical training status. Exceptions to these requirements will be determined based on shortage of qualified candidates with a particular skill. Amarc will require proof of work authorization

- Must be willing to execute Amarak's Employee Agreement or Confidentiality and Non-Disclosure Agreement which requires, among other things, post-employment obligations relating to non-solicitation, confidentiality, and non-disclosure

Amarac offers competitive salaries and some benefits, employee assistance program, career development, and training programs. *Amarac believes that all persons are entitled to equal employment opportunity and does not discriminate against nor favor any applicant because of race, sex, color, disability, national origin, religion, creed, age, marital status, citizenship, veteran status, gender, or any other protected class. Equal employment opportunity will be extended in all aspects of the employer-employee relationship, including, but not limited to, recruitment, hiring, training, promotion, transfer, demotion, compensation, benefits, layoff, and termination. In addition, Amarak will make reasonable accommodations to known physical or mental limitations of an otherwise qualified applicant with a disability, unless the accommodation would impose an undue hardship on the operation of our business.*

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