



# VACANCY

Edgetech is a full-house IT company that is focused on providing IT products, IT services and custom software solutions. Our mission is to build on our technologies and competencies, creating value for our customers. We achieve this by focusing on the intersection of our client's emerging needs and the acceleration of business and technological change.

## Graduate Trainee – ICT Support & Projects

The company aims to hire recent university graduates (within last 2 years) who are highly ambitious and responsible. The selected candidate will undergo a rigorous 6-month training programme under the mentorship of a Senior Manager during which time she/he will receive training and exposure in all aspects of the ICT industry and landscape in Malawi. The trainee's advancement will be regularly monitored and reviewed to optimize their training and development. **If the trainee demonstrates the required level of proficiency after the 6-month period ends, they may be offered a permanent position within the company.**

The Graduate Trainee – ICT Support & Projects will undergo hands-on training and mentorship while assisting in various ICT operations and client projects. The role is ideal for recent graduates eager to build a career in systems support, networking, ICT project implementation, and customer service.

### Key Responsibilities:

1. Technical Support
  - a. Provide first-level support for client and internal users (hardware/software/network issues).
  - b. Assist in the setup, installation, and maintenance of IT devices (PCs, printers, routers, switches).
  - c. Document and escalate issues appropriately to senior engineers.
2. Project Assistance
  - a. Participate in project implementations, including infrastructure rollouts and ICT installations.
  - b. Support with wiring, equipment configuration, testing, and documentation.
  - c. Help track project progress and maintain deployment checklists.
3. Systems Maintenance
  - a. Monitor system health for backups, antivirus, internet, and server uptime.
  - b. Learn to use remote monitoring and support tools.
4. Professional Deployment
  - a. Attend in-house training and certification programs.
  - b. Engage in performance reviews and mentorship sessions.
  - c. Prepare periodic progress reports and presentations.

### Qualifications and Requirements

1. Recent Graduate (Within last 2 years) with a Diploma/Bachelor's Degree in ICT, Computer Science, Information Systems, or a related field.
2. Strong interest in networking, systems, or project implementation.
3. Excellent communication and a positive learning attitude.
4. Must be based in Lilongwe.

### Key Competencies

1. Problem-solving mindset and eagerness to learn.
2. Good interpersonal and teamwork skills.
3. Attention to detail and organisational ability.
4. Time management and ability to work under supervision.
5. Professionalism and customer service focus.

Interested candidates should send their application letters, including contact details, together with detailed Curriculum Vitae with at least three traceable referees via email to:

The Managing Director,  
Edgetech,  
P.O. Box 1148,  
Lilongwe,  
Malawi.

Email your application letter and CV to [careers@edgetechnology.net](mailto:careers@edgetechnology.net)

**Applications close on 30th July 2025. Only short-listed candidates will be acknowledged. Physical application submissions will not be accepted.**