

## **We're transforming Africa through innovative scientific training, technical advances, and breakthrough discoveries!**

The African Institute for Mathematical Sciences (AIMS) is a pan-African network of centres of excellence for postgraduate training and research in mathematical sciences, and public engagement in STEM. Its mission is to empower talented young Africans to be creative leaders in Science and Technology. The first AIMS Centre opened in Cape Town, South Africa, in 2003. Since 2011, AIMS has established additional centres in Senegal, Ghana, Cameroon, and two Centres in Rwanda.

Each AIMS Centre provides expertly tailored academic and non-academic programs, training around 60 African students per master's program each year and preparing them for leadership in the domains of academia, government and industry. The AIMS academic program relies on top international lecturers who teach in a 24-hour learning environment.

If you bring a collaborative spirit with a passion to effect change, consider this opportunity as the...

### **IT Support, Intern - AIMS Research and Innovation Centre!**

The IT Support Intern needs to be motivated and service-oriented to support day-to-day technology setup and helpdesk operations in a dynamic academic and professional environment.

In this, the IT Support Intern will work closely with the IT Coordinator to ensure that staff, students, classrooms, and shared office systems receive timely and effective technical support.

As the ideal candidate, you will provide first-line support for power, network connectivity, printers, computers, and other end-user devices. Assist with troubleshooting user issues and escalate more complex incidents when required. Create and configure user accounts on computers and provide related technical assistance. Install approved software on staff and student computers and help ensure software tools remain up to date. Support the setup and testing of projectors, microphones, speakers, and sound systems for classrooms, meetings, and academic events. Monitor assigned helpdesk tickets, document all actions taken, and follow through to resolution. Help maintain clear records of support activities, recurring issues, and completed interventions. Provide support for additional IT-related tasks as assigned by the supervisor.

This internship offers an opportunity to gain practical experience in a mission-driven institution that supports scientific training, research, and innovation across Africa.



# AIMS

African Institute for  
Mathematical Sciences  
RESEARCH & INNOVATION

District Kicukiro, Sector Kicukiro,  
Cellule Gasharu Rue KN 3rd  
Kigali, Rwanda

The successful candidate will develop hands-on skills in user support, helpdesk coordination, software maintenance, and classroom technology support while contributing to the smooth operation of the Centre.

This is a one-year full-time contract opportunity based in Kigali, Rwanda.

## Do you have what we need?

- A University degree in Information Technology, Computer Science, Information Systems, or a related field.
- Demonstrated interest in IT support, technical services, or systems administration.
- Basic knowledge of computer hardware, operating systems, common office applications, and routine software installation.
- Ability to troubleshoot user devices, printers, internet connectivity, and audio-visual equipment.
- Self-directed with excellent organizational skills, attention to detail, ability to document support activities accurately, and an ability to meet deadlines
- Strong customer service orientation with good interpersonal and communication skills.
- Ability to work both independently and collaboratively in a service-focused environment
- Previous internship, volunteer, or hands-on experience in IT support is an added advantage.
- Commitment to the mission and values of AIMS.
- Female candidates are encouraged to apply

## Are you ready to be a part of the transformation?

Click [here](#) to apply. **Applications will be accepted until May 10<sup>th</sup>, 2026.**

Should no feedback be received from AIMS within five weeks of the deadline, kindly accept that your application will not be further pursued. AIMS RIC reserves the right not to make an appointment at its sole discretion.

AIMS RIC is an equal-opportunity employer. Visit <https://www.aimsric.org/> to learn more about AIMS.