

IT Support Services Solicitation

Contract Opportunity: IT Support Contractor

Location: Tbilisi, Georgia

About Gazelle Finance:

Gazelle Finance (“Gazelle”) is launching a \$30M private equity fund (“Fund”) to invest in fast-growing small and medium enterprises (SMEs) in Armenia and Georgia. Gazelle Finance will open its central office in Tbilisi, Georgia, and it anticipates expanding into the region as it grows its business and raises additional capital. For the first year, Gazelle Finance expects to operate with a staff of 7-12 people, expecting to grow in size thereafter.

Summary of the Opportunity:

Gazelle Finance seeks an IT services contractor for an ongoing part-time monthly retainer contract basis to provide Information Technology (IT) support services to the company’s central office in Tbilisi. Services will include (a) all troubleshooting and maintenance of software and hardware systems and (b) provision of all IT/computer set-up, troubleshooting, maintenance, advice and support for Gazelle Finance employees in Georgia. The ideal candidate will have previous experience working in the IT support role and strong inter-personal skills to support a small office of diverse people (Georgian staff and non-Georgian speaking staff) in a fast-paced business environment. This individual must be able to multi-task effectively in a variety of roles under minimal supervision.

Principal Duties and Areas of Responsibility:

- *Setup, maintain, and troubleshoot all software and hardware of the company and the company’s internet connection.*
 - Diagnose and resolve software and hardware incidents, including operating systems Windows 8 and 10, and a range of software applications that are part of Microsoft Office 2016 Suite.
 - Install all hardware at the company and peripheral components such as monitors, keyboards, printers and disk drives on users’ premises;
 - Load appropriate software packages such as operating systems, networking components and office applications;
 - Resolve incidents with printers, copiers, scanners, and with other hardware assets;
 - Helps maintain IT inventory asset list for assigned users;
 - Manage the website content in the Georgian section of the website (optional – if not offered by the contractor, i.e., not in his/her skillset, then Gazelle Finance will procure this responsibility to another provider separately).
- *Technical assistance for employees, employee training, and communication with the key IT service providers of the company.*
 - Provide telephone, in-person and online support to Gazelle Finance employees;
 - Coordinate activities with internet service providers and information systems groups;
 - Resolve internet connection problems in cooperation with the internet service providers;

- Provide updates, status and completion information to manager and/or users, via voice mail, e-mail or in-person communication;
- Refer major hardware problems to service providers for correction and manages technical relationship with such providers;
- Connect users to networks and provide initial training in facilities and applications;
- Trains and advises staff on optimizing use and capabilities of IT assets, within guidelines of EF policies, procedures and practices. Also, performs IT support tasks such as: presentation/videoconference help and IT supplies management;
- Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organization.

Desired Profile:

- IT services firm or individual IT professional;
- Minimum 2+ years of years' professional experience working in a bilingual English and Georgian speaking office environment;
- Familiarity with wireless network access technologies;
- Native Georgian speaker, fluent in English, conversant in Russian with good English writing skills;
- Ability to communicate effectively with a wide variety of people in a professional manner, face to face, on the telephone, and in writing;
- Ability to demonstrate practical troubleshooting and problem analysis techniques.
- Good attention to detail and ability to show initiative;
- Ability to plan and priorities work load without supervision;
- Service oriented, with ability to recognize the company's priorities and time-sensitive work;
- Willing to work flexibly and with enthusiasm.

Service Fee/Compensation: To be discussed/negotiated. Please send firm profile and/or CV and cover letter to: jmonolbaev@gazellefinance.com.