



INTERNSHIP ANNOUNCEMENT

Job Title: Intern x 1 (Lusaka)

Reports to: Manager Information Communication & Technology - Lusaka

Background

The Energy Regulation Board (ERB) is a statutory body established under the Energy Regulation Act, No. 12 of 2019, to regulate the energy sector by licensing undertakings and ensuring consumers receive quality products and services while ensuring a reasonable rate of return to the energy utilities. The ERB now seeks to recruit one (1) dynamic and suitably qualified person to fill the position of Information and Communication Technology Intern at the Lusaka Office.

Job Purpose

To provide operational support to the Information Communication & Technology function.

Main Duties and Responsibilities

- 1) Provide first line ICT support to staff, including troubleshooting hardware and software issues, assisting with digital tools, and logging all incident and service request calls.
- 2) Provide first line remote technical assistance and advisory support to internal users, including basic hardware, software, network, and communications support via phone, email, and desk-side assistance.
- 3) Assist with troubleshooting connectivity issues and ensuring secure communication between ERB and partner institutions.
- 4) Provide users with timely feedback on the status of incidents and service request.
- 5) Assist with maintaining the ICT assets register by ensuring that all assets are accurately recorded, updated, and tracked.

Minimum Qualifications

- Full Grade 12 School Certificate or equivalent.
- A minimum of a degree in Computer Science, Information and Communication Technology or related discipline.
- Applicants must have graduated not earlier than 1st January 2023.

Duration of Internship: Initial six (6) months.

How to Apply

1. Applicants who meet **ALL** the minimum qualifications above are invited to submit soft copies of application letters, current Curriculum Vitae (with a minimum two (2) professional referees, Grade 12 School Certificate, Degree Certificate(s), and relevant professional qualification certificates as a single PDF to jobs@erb.org.zm.

2. The Subject of the email should clearly be labelled **ICT Intern**. No hard copies will be considered.
3. All applications should be submitted not later than 17:00 hrs Friday 7th August 2026. Late submissions will NOT be considered. Only short-listed candidates will be contacted.

The ERB is an equal opportunity employer.