



# WE'RE HIRING

## IT SUPPORT & SOFTWARE OPERATION EXECUTIVE

**MUST BE PROFICIENT IN PYTHON AND JAVASCRIPT**

JOB DESCRIPTION

# IT SUPPORT & SOFTWARE OPERATION EXECUTIVE



**Location: Remote/On-site**

**Job Type: Full-Time**

## **Job Description**

SmartTap Evolution Limited is a forward-thinking Nigerian technology company dedicated to transforming mobility and payment systems across Africa. Through our flagship solution, SmartTap, we are redefining how people book, pay for, and access transport services with seamless NFC phone-to-phone payments, digital ticketing, and integrated utility transactions. Driven by innovation and growth, our mission is to modernize and rebrand transport payments across the continent — creating a smarter, faster, and more connected travel experience for millions of commuters.

## **Role Summary**

The IT Support & Software Operations Executive will be responsible for managing SmartTap's internal and customer-facing software systems, supporting ongoing software development, and maintaining the company's digital and social media presence. This role involves working closely with the development team to test, manage, and improve SmartTap applications, ensuring system reliability, usability, and performance.

In addition, the role requires overseeing SmartTap's social media accounts, supporting digital communications, and assisting in basic technical content updates. The position is critical to ensuring smooth day-to-day technology operations while supporting SmartTap's mission to deliver seamless NFC-based transport payments and digital ticketing solutions across Nigeria.



## Key Responsibilities:

- Provide day-to-day IT support for internal systems, devices, and applications.
- Assist in maintaining, troubleshooting, and updating web-based applications built with Python and JavaScript.
- Support deployment, testing, and basic debugging of SmartTap platforms.
- Monitor system performance and resolve technical issues promptly.
- Manage and update company social media accounts, ensuring consistent branding and timely posts.
- Assist in responding to basic customer or user technical inquiries online.
- Maintain IT documentation, system logs, and support records.
- Collaborate with developers and product teams to improve system efficiency.
- Ensure data security, backups, and basic cybersecurity best practices are followed.

## Requirements & Qualifications:

- Proven experience working as an IT Support Officer or similar role.
- Practical knowledge of Python and JavaScript (debugging, basic scripting, or web support).
- Familiarity with web technologies (HTML, CSS, APIs is an added advantage).
- Experience handling social media platforms (e.g., Instagram, X, Facebook, LinkedIn).
- Good understanding of computer hardware, software, and networking basics.
- Strong problem-solving and communication skills.
- Ability to multitask and work independently in a fast-paced environment.
- Relevant degree or certification in IT, Computer Science, or a related field is a plus.



## Compensation & Benefits:

- Monthly Salary: ₦80,000
- Health Coverage: NHIS Health Insurance Plan.
- Professional Development: Ongoing training and skill development.

## Application Instructions

Interested and qualified candidates should fill out the form on [www.smarttaps.org/apply](http://www.smarttaps.org/apply)

Applications will be reviewed on a rolling basis until the position is filled.