

1. ICT Assistant-ASSL/IA/24

Job Title:	ICT Assistant	
Department :	Operations	
Section:	ICT	
Location:	Nairobi	
Reports to:	Systems Administrator	
Direct Reports:	None	
Job purpose:		
The purpose of this role is to support systems administrator in ensuring efficient ICT infrastructure that includes: adequate hardware, uninterrupted network, and software support with core responsibilities on help desk and server room management.		
Key duties and responsibilities:		
<ol style="list-style-type: none"> 1. keeping computer systems running smoothly and ensure users get the maximum support. 2. Ensure the users get optimal benefit from ICT infrastructure. 3. Ensure frequent maintenance of ICT infrastructure that includes computers and its accessories. 4. Provide support in the installation and configuration of computer hardware, operating systems and applications 5. Support in monitoring computer systems, networks and troubleshoot any issues that may arise. 6. Prepare periodical reports on ICT infrastructure to aid in decision making by the management. 7. Support in the roll-out of new ICT applications and systems within the Sacco. 8. Assist in setting up new users' accounts and profiles and deal with password issues in case of any 9. Assist in carrying out testing and evaluation of new technology and determine loopholes that may cost the Sacco 10. Report any faults or malpractices to the Systems Administrator for further action. 11. Liaise with all departments to performing backups and recovery of all data 12. Perform any other duties as may be assigned from time to time 		
Knowledge, experience and qualifications required		
Academic & Professional Qualifications/Memberships to professional bodies:		
<ol style="list-style-type: none"> 1. Diploma in Computer Science, Diploma in Business Information Technology or Diploma in Information Technology or equivalent 		
Experience Required:		
<ol style="list-style-type: none"> 1. At least 1-year relevant experience in financial service industry 2. Experience in the Sacco Sector will be an added advantage 		
Role Competencies		
Technical Competencies:	Behavioural Competencies:	
<ol style="list-style-type: none"> 1. Proven working experience in installing, configuring and troubleshooting UNIX /Linux based environments 2. Solid experience in the administration and performance tuning of application stacks 3. Experience with monitoring systems 4. Experience with automation software 5. Solid networking knowledge 	<ol style="list-style-type: none"> 1. Customer Focus 2. Cultivate Innovation 3. Proactive 4. Collaborates and team player 5. Person 	