

JOB DESCRIPTION:

JOB PROFILE

Job Title:	ICT ASSISTANT
Post	1
Job Reference	TSCCS:I.C.T.Ass.5/2024
Department:	ICT
Reporting to:	HEAD OF ICT
Location	HEAD OFFICE

JOB DESCRIPTION

Reporting to the Head of ICT, the ICT Assistant will be expected to team up in creation of business value through technology, by ensuring that the ICT systems and procedures lead to outcomes in line with the business goals as per the SACCO's strategic plan.

DUTIES

- Safeguard ICT infrastructure of the SACCO through pre-emptive planning and organizing systems for efficient and effective business operations.
- Assist in Preparation, review and monitoring of ICT Annual Budget and Operating Plan, configuration of ICT platform to ensure integrity, awareness, updates and security of all ICT resources in line with the Society's strategic plan.
- Participate in Development & Review of ICT Policies.
- Assist in Execution and Communication, disaster mitigation and recovery plans in case of system failure/malfunction in order to ensure business continuity.
- Participate in general management, propose development/s and security of information and communication systems.
- Assist in installation of enhancements and operating procedures that optimize network availability and reliability once recommended by the Head of ICT.
- Enforce staff compliance with ICT policy and other departmental laid down procedures.
- Assist in managing all the bank agency services of the SACCO by ensuring that there is adequate uptime in the back office link.
- Assist in offering technical support to all users (at the head office, branches and satellites) to ensure high user productivity and guarantees customer satisfaction.
- In collaboration with the H.O ICT and the Assistant ICT Manager, assist in Supervision of the overall planning and scheduling of ICT projects as well as advising the Society on any external technology projects and acquisition of ICT equipment.
- Assist in developing and conducting training and instruction for system users on operating systems, relational databases, and other applications.

- Guaranteeing data security by ensuring availability, continuity and security of data information related to the SACCO as well as continuously updating the SACCO anti – virus.
- As directed by the H.O.ICT/ ICT Manager, deactivate or Restore user’s rights in a manner that enhances system security and accountability.
- Maintain an up to date system log register.
- Maintain and build internal relationships in order to ensure a strong network and support structure to facilitate the unit’s initiatives.
- Maintain and present a professional image of the Society.
- Any other lawful duties as may be assigned from time to time by H.O.ICT, ICT Manager or any other person in authority.

CUSTOMER FOCUS

- Maintain and build customer relationships on an ongoing basis with key stakeholders in order to further grow the SACCO business.
- Maintain and build internal relationships in order to ensure a strong network and support structure to facilitate the unit’s initiatives.
- Maintain and present a professional image of the Society.

BACKGROUND REQUIREMENTS

- Be of exemplary integrity and honest
- Have excellent persuasion, and networking skills
- Be decisive and possess quick judgment skills
- Possess excellent business writing skills
- Possess market knowledge and meeting sales goals
- Possess analytical and critical thinking skills
- Have excellent communication and interpersonal skills
- Be able to motivate and mentor a team
- Be proactive and possess initiative

PREFERRED QUALIFICATIONS

Formal Qualifications

- B.Sc. (Computer Science, Information Technology or related field), Higher Diploma/ Diploma in Computer Science.
- KCSE C (Plain) with C (plain) in Mathematics and English.
- Knowledge of Operation of various SACCO software systems and database, Software development and Networking techniques.
- CCNA/LINUX/LAN/WAN/CISSA /C[+] and MCSE Certification
- ICT security certification or experience will be an added advantage
- At least 3 years' relevant experience in the same or related position.
- Below 35 years of age.

DISCLAIMER

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

Only shortlisted candidates will be contacted.