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**REF: UU/HR/AD/015/2014**

## **IT Technicians**

### **Job specification**

Responsible for providing first point support for staff and students, managing and oversee university ICT infrastructure.

### **Duties and Responsibilities:**

1. Effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure.
2. Provide system support to users, investigate and troubleshoot.
3. Define and ensure integrity of the backups and restore processes in accordance with the disaster recovery policy.
4. Report and follow up on vendor problem resolution to ensure compliance to Service Level Agreements (SLA) and contracts.
5. Recommend test and implement tools to enhance system performance, integrity and administration.
6. Contribute to and maintain system standards.
7. Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
8. Perform regular security monitoring to identify any possible intrusions.
9. Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media or disks are created, and media is recycled and sent off site as necessary.
10. Repair and recover from hardware or software failures Coordinate and communicate with impacted Departments.
11. Perform ongoing performance tuning, hardware upgrades, and resource optimization as required.
12. Offer technical support to all users.
13. Train users on best practices for online and offline computer use.
14. Develop and maintain the institutions online learning systems, website and social media accounts.

**Qualification**

1. A Diploma/Bachelors Degree in IT/business information technology or Computer Science
2. At least 2 years experience in a busy environment
3. A+, N+, CCNA/MCSE or other certifications

**Skills and abilities**

1. Knowledge of open source software's / Hardware configurations / support / troubleshooting
2. Knowledge and experience in network / systems monitoring tools and protocols
3. Quick learner and dynamic with good communication and planning skills
4. Ability to work well under pressure
5. Strong work ethic with personal and professional Integrity.
6. Good problem solving and analytical skills.
7. Analytical and Reporting skills
8. Focused and relationship building expertise
9. Attention to detail and ability to maintain confidentiality
10. Self motivated

Those interested should submit their application, testimonials and detailed CV to [hr@umma.ac.ke](mailto:hr@umma.ac.ke) on or before **6<sup>TH</sup> JUNE 2014**.