

# IT SUPPORT OFFICER

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## Summary

K-Rep Fedha Services Ltd (KFS) is a for-profit company that provides management services and oversight to the financial service associations (FSAs) at a fee. KFS' service offer to FSAs includes (a) operations management, b) financial management and accounting, (c) product development, (d) capacity building, (e) Management information system (MIS), (f) Strategic and business planning and (g) advocacy. KFS hires FSA managers who are posted to the FSA to run the business, assisted by other FSA staff hired by the FSA local boards. Currently KFS is providing management services to 44 FSAs organised in six regions, headed by Regional managers. The FSA managers report to the Regional Managers who in turn report to the KFS head office.

KFS' biggest challenge in supporting FSAs has been the ability to get timely and accurate reports to enable KFS to monitor performance of the FSA. FSAs have operated on manual systems since inception and it was not until 2006 when, with FSD support, KFS started exploring the possibility of automation. Loan Performer, a microfinance loan tracking solution developed by Crystal Clear in Uganda, was selected and piloted in two FSAs in Makueni region namely Mukuyuni and Nunguni, from the beginning of 2008. In 2010 FSA II automation rolling out 21 sites in Kitui and Makueni using Loan Performer version 7.11 was done by KFS together with Accenture. In this process an FSA Service pack was developed as a tool for guidance in Automation. In 2012 and 2013 Automation III kicked off covering the FSA network in Western, Bomet, Coast and the rest of the FSAs in Kitui and Makueni using Loan Performer version 8. KFS is now looking for a proactive, self driven and results oriented individual to offer on- going user support of Loan Performer system as well as IT related support to Financial Services Associations throughout the country.

## Objective

The incumbent will provide value addition through daily user support on IT related issues in support of FSA's strategic plan.

## Responsibilities:

### Help desk administration

- Provide high level user support through the provision of incident and problem management so that staff can make effective use of Loan Performer system and other IT equipment.
- Provide professional customer oriented services; identify, review and implement strategies to improve service quality and efficiency.

### Business Analysis

- Analyze ICT business processes to ascertain their efficiency and effectiveness in delivering high –quality, value for money customer services.
- Gather data related to particular business issues and processes then identify, develop and implement options that resolve or improve the problem.
- Liaise with vendors' and staff in the areas of development and implementation of systems.
- Promote the productive use of Information Management Systems throughout KFS/ FSAs.

### Database Administration

- Provide database administration and support for the Loan Performer Systems
- Conduct day-to-day administrative activities to ensure efficient database operations.
- Undertake system monitoring and tuning to ensure optimum performance.
- Apply software upgrades and patches to the Loan Performer System across all the KFS managed FSAs as and when required
- Review and maintain efficient and effective database backup procedures to enable prompt and accurate data backups and retrieval across the KFS managed FSA network.

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- Maintain adequate security of data by implementing, monitoring and auditing appropriate security policies.
- Manage problems escalated by third-party suppliers/providers.
- Actively contribute and participate in all disaster recovery processes.
- Prepare system performance reports.

## **Qualification and experience**

- Degree in computer Science or Information Technology/Management from a recognized University.
- Thorough Understanding of MS SQL Server ( Knowledge of Fox Pro Programming will be an advantage but not requirement )
- Thorough Knowledge of Microsoft Office Suite
- Knowledge of Cloud Storage and Remote Access Systems a must.
- Thorough Knowledge of Windows 7 Operating System.
- Proven ability to achieve service objectives in an I.T support environment
- Ability to efficiently solve problems within the required standards.
- Flexible to travel to rural areas such as Bamba (Kilifi), Mwingi (Kitui) among others to support the Financial Services Associations.
- Passionate about developing and impacting communities

## **How to apply:**

Send your application including a cover letter indicating your desire to work with our client; a detailed CV highlighting relevant experience, details of current and expected salary, a daytime phone contact, email address and the names of three professional referees to:

**Adept Systems**  
**MANAGEMENT CONSULTANTS**  
P O Box 6416, Nairobi, GPO 00100  
Email: [recruit@adeptsystems.co.ke](mailto:recruit@adeptsystems.co.ke)  
Web: [www.adeptsys.biz](http://www.adeptsys.biz)

**Closing Date: Monday 14<sup>th</sup> April 2014**

*Only short listed candidates will be contacted.*

*Please note that we do not charge fees for receiving or processing job applications.*

*Visit our website for more vacancies.*