



## VACANCY ANNOUNCEMENT

### IT Support Supervisor

Resolution Health E A Ltd is a young, energetic and fast growing regional Medical Insurance Provider with branches in Kisumu, Mombasa and Tanzania. RHEAL has 150 staff members and a client base of over 60,000 members including over 250 corporate members.

We are looking for a highly efficient and effective professional to take up the position of **IT Support Supervisor**. The jobholder supervises and undertakes technical activities in the Systems & Networks section to ensure optimal running of company IT services. He/she supports activities of disaster recovery, business applications and cost reduction.

#### Need to do/responsibilities

1. Supervision of the support section team to ensure high level of service delivery.
  2. To document, implement, review and administer Helpdesk & Support procedures. Maintain accurate and up-to-date documentation on company systems and networks and helpdesks.
  3. Administration and maintenance, including performance tuning, of company email servers: DNS, DHCP, wins servers and other domain and addressing services, controlling access to distribution lists.
  4. Administration and review and continuous improvement of storage and retrieval plans for IT records.
  5. Coordination of installations to ensure quality and value for money implementation of all company connections.
  6. Streamlining of support and subscription contracts; monitoring vendor performance to ensure promised quality and service levels are delivered.
  7. Backup & Recovery management.
  8. Monitoring LAN & WAN network devices to pre-empt failures, optimize performance and prevent or clear bottlenecks; the job holder is responsible for facilitating implementation, operation and review of a network management system to automate this function, including uptime of identified critical services on servers.
  9. Management of costs of the support section to ensure minimal waste.
  10. Administration of company firewalls to ensure that business needs are met while maximizing performance and security.
  11. Administration of security systems in liaison with the physical security services providers; enforcement of the physical security and access policy.
  12. Antivirus and Antispyware management.
  13. Scheduling, along approved guidelines, downtime for company servers and systems for maintenance; ensuring systems are properly updated and protected from known vulnerabilities; Facilitating implementation, operation and review of a management system to automate monitoring and reporting of servers to manage uptime of identified critical services on them.
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### Education and experience

1. Bachelor's degree in an IT related field.
2. At least 3 years experience in a busy IT environment.
3. Certification in MCSE, MCITP or CISA.
4. CCNA certification a requirement.

### Required knowledge:

1. Excellent people, supervision and problem solving skills.
2. Report writing skills and good business English.
3. Knowledge of:
  - a. IT Infrastructure Library
  - b. Backup Exec backup and recovery practices
  - c. VMWare
  - d. Exchange Server
  - e. Call logging systems
  - f. Microsoft ISA Server
  - g. Exchange Server
  - h. Cisco WANs, VoIP, WAN optimization
  - i. Symantec AV Enterprise
4. Simple filing and bookkeeping.

To apply for this position,

1. Register your interested by filling your details on this page:

<https://spreadsheets.google.com/viewform?formkey=dER0cLJNNkhRTkZ4UDBDaTZUekImOV E6MA#gid=0>

2. Then email your CV and scanned testimonials to [hr@resolution.co.ke](mailto:hr@resolution.co.ke) with the words "IT Support Supervisor Application" in the subject.
3. Ensure that you quote the position on your email. Only shortlisted candidates will be contacted.

Your registration and CV must be with us latest 12<sup>th</sup> September 2010.