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**JOB DESCRIPTION**

**Job title : ICT Assistant**

**Department :** ICT & Security

**Reporting to :** Senior Manager, ICT and Projects

**Job location :** Headoffice**,** SaritCentre**,** Westlands

**DUTIES AND RESPONSIBILITIES**

Responsible for designing, organizing, modifying, and supporting the company's computer systems. Designs and install LANs, WANs, Internet and intranet systems, and servers including the following:

1. Support Servers, LANs, WANs, network segments, Internet, and intranet systems.
2. Maintain system efficiency.
3. Ensure design of system allows all components to work properly together.
4. Troubleshoot problems reported by users.
5. Make recommendations for future upgrades.
6. Maintain network and system security.
7. Analyze and isolate issues.
8. Monitor networks to ensure security and availability to specific users.
9. Evaluate and modify system's performance.
10. Identify user needs.
11. Maintain integrity of the network, server deployment, and security.
12. Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations.
13. Design and deploy networks.
14. Perform network address assignment.
15. Assign configuration of authentication and authorization of directory services.
16. Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers.
17. Maintain network servers such as file servers, VPN gateways, and intrusion detection systems.
18. Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smart phones, software deployment, security updates and patches
19. Ensure systems backups taken on regular basis

**SKILLS & QUALIFICATIONS**

1. 3-7 years’ experience in similar position.
2. Experience in ERP systems and business processes
3. Knowledge in Oracle, Virtual Environment Xenserver, MS Server 2008, NetApp ONTAP
4. Knowledge, Network Design and Implementation, Problem Solving, Strategic Planning, Multi-tasking
5. Candidates ought to have Computer Science, Software Engineering, Information Technology or Business Degree or Diploma.