JOB DESCRIPTION

Title: Technical Engineer - ICT Partner

Location: Nairobi

Reports to: IT Manager / Head of IT

Job Summary: We are seeking a skilled and motivated Technical Engineer to join our ICT partner team. The ideal candidate will provide technical support to clients, manage and maintain ICT infrastructure, and ensure optimal performance of all systems and networks. This role requires a strong understanding of ICT systems, excellent problem-solving skills, and the ability to work effectively both independently and as part of a team.

Key Responsibilities:

1. **Client System and Network Maintenance:**
   - Install, configure, and maintain hardware and software components for client ICT systems.
   - Manage and monitor client network infrastructure to ensure stable and secure connectivity.
   - Perform regular system updates and backups for clients.
2. **Client Technical Support:**
   - Provide technical support to clients, addressing hardware and software issues.
   - Troubleshoot and resolve client network, server, and desktop problems promptly.
3. **Project Implementation for Clients:**
   - Assist in planning, implementing, and managing ICT projects for clients.
   - Ensure that client projects are completed on time and within budget.
   - Coordinate with vendors and service providers for client procurement and support services.
4. **Client Security Management:**
   - Implement and maintain security measures to protect client data and systems from cyber threats.
   - Conduct regular security assessments and audits for clients.
   - Ensure client compliance with organizational policies and regulations.
5. **Documentation and Reporting for Clients:**
   - Maintain comprehensive documentation of client systems configurations, procedures, and troubleshooting guides.
   - Prepare and present regular reports on client system performance, incidents, and projects.
   - Keep detailed records of technical issues and solutions provided to clients.

6. **Continuous Improvement:**
   - Stay updated with the latest ICT trends, technologies, and best practices.
   - Recommend and implement improvements to enhance client system performance and user experience.
   - Participate in ongoing training and professional development activities.

Qualifications:

- Bachelor's degree in Information Technology, Computer Science, or a related field.
- Relevant certifications (up to date eg CompTIA Network+, Cisco CCNA, Microsoft Certified Solutions Expert, industry related certification).
- Proven experience as a Technical Engineer or similar role in ICT.
- Strong knowledge of network protocols, security, and administration.
- Proficient in Windows/Linux/Mac OS environments.
- Excellent problem-solving skills and attention to detail.
- Strong communication and interpersonal skills.
- Ability to manage multiple client tasks and projects simultaneously.

Preferred Qualifications:

- Experience with cloud computing platforms (e.g., AWS, Azure).
- Knowledge of virtualization technologies (e.g., VMware, Hyper-V).
- Familiarity with ERP and CRM systems.
- Familiarity with Security solutions

Working Conditions:

- This role may require occasional evening and weekend work to perform maintenance or respond to client emergencies.
- The position may involve lifting and transporting ICT equipment.

Application Process:

Interested candidates should submit their resume and a cover letter outlining their qualifications and experience to: marcellinec@tanodigitalgroup.com by 14th June 2024.

We look forward to welcoming a dedicated Technical Engineer to our team to help us maintain and improve our clients' ICT infrastructure.