



Mini Group of Companies www.minigrp.com
VACANCY ANNOUNCEMENT: SENIOR IT SUPPORT OFFICER

General Information

The Vacant position is within one of the Group Companies - Mini Management Services Ltd, within the ICT Department. The position overall responsibility is to offer general IT support.

Placement

No. of positions: One (1)

Employment Terms: Permanent with an initial probation period of a minimum of 3 months

Region: The position is based in Nairobi.

Job Purpose

To ensure effective service delivery and technical support to the Group companies and Co-ordinate tasks assigned to various ICT officers.

Key Deliverables:

1. Administration and Support of Data Center Servers.
2. Monitor and Manage ICT service desk system to handle, redirect or escalate support requests to the appropriate member of the IT Support Centre.
3. Pro-actively provide information to users on the progress of outstanding support calls.
4. Contribute to ensuring that the Help Desk systems and software are kept up to date and messages are passed on and feedback received promptly.
5. Deploy and support Core Business Systems - ERP (e. g Tally, SAP & Navision, Payroll, HRMS, POS systems)
6. Monitor data integrity by ensuring periodic backups and testing backups.
7. Ensure data integrity by testing periodic backups on core business systems.
8. Implement and maintain all ICT policies in liaison with Business teams and Head of ICT.
9. Implement and manage Disaster Recovery strategy in line with Business continuity.
10. Ensure business Software Systems Integrity & Compliance (e.g. managing updates/upgrades)
11. Act as project leader in any systems studies on all operations within defined priorities and budgets.

Essential Requirements:

1. Degree in Computer Science, Technology or any other related field is preferred.
2. CCNA, MCSE and other professional IT courses is preferred
3. At least three years' experience in ICT field.

Essential Competencies

1. Good communication and analytical skills.
2. System Administration skills on Servers, Network
3. Troubleshooting and fault diagnosis skills
4. Knowledge in virtualization technologies (VMware, Hyper V)
5. Leadership, user training and support skills.

How to apply:

Persons who meet the above criteria may send in their applications to recruitment@minigrp.com quoting “**Senior IT Support Officer**” as the email subject not later than Saturday, 22nd July 2017.

***Interested and qualified staff of Mini Group are highly encouraged to apply.*