**[Technical Support Specialist](https://www.myjobmag.co.ke/job/79665/technical-support-specialist-telkom-kenya)**

* **Job Type**[Full Time](https://www.myjobmag.co.ke/jobs-by-type/full-time)
* **Qualification**[BA/BSc/HND](https://www.myjobmag.co.ke/jobs-by-education/5)
* **Location**[Nairobi](https://www.myjobmag.co.ke/jobs-location/nairobi)
* **Job Field**[ICT / Computer](https://www.myjobmag.co.ke/jobs-by-field/information-technology)
* **About This Role**

We are seeking an individual who is dynamic by nature and passionate about people with a track record of delivering results to join our Technology team. The incumbent will be responsible for the administration and support of services within MFS. This is a key role in the overall execution of the Technology strategy and will require an individual with excellent communication and analytical skills.

**Job Responsibilities**

* Provide technical support for both hardware and software issues users encounter.
* Manage configuration and operation of software applications within Mobile Financial Services domain.
* Automation of complex, manual and error-prone processes.
* Monitor the daily performance of services/applications and respond immediately to security or usability concerns.
* Manage application, database and network systems to ensure high availability and quality of services.
* New requirements elicitation, analysis and documentation.
* Provide proactive and reactive data, application and hardware management support.
* Upgrade systems and processes as required for enhanced functionality and security issue resolution.
* Work with various teams to prepare a technology roadmap and be responsible for delivery of the same.
* Manage vendors to ensure delivery of product & service quality.
* Onboard and support integration partners in a bid to build a digital payments ecosystem.
* Report on project status, and service performance regularly.
* Respond to and resolve help desk requests.

**Requirements**

* Bachelor of Science Degree in Computer Science, Computer Engineering, Information Technology or a related technical field from accredited university.
* A minimum of 2 years’ experience in the telecommunications industry

**Professional Knowledge**

* Proven working experience as a system administrator on Unix/Linux.
* Proven working experience as a network administrator (Cisco certification).
* Hands-on experience with database standards and end user applications (Oracle, MYSQL, POSTGRESSQL, Cassandra, MongoDB).
* Excellent knowledge of data backup, recovery, security and integrity

**Professional Skills**

* Familiarity with database design, documentation and coding.
* Problem solving skills and ability to think algorithmically
* Excellent communication skills.

**Method of Application**

* Application should be sent by 23rd October 2018, please provide an updated Curriculum Vitae (CV) including details of your current telephone contacts and names of three referees.
* Apply through **recruitment@telkom.co.ke** and ensure the job title is quoted on the subject field. Only shortlisted candidates will be contacted.