Jackson Gitahi Ndiritu

IT Specialist | Systems & Network Administrator | Cybersecurity

jacksongitahi03@gmail.com
https://www.linkedin.com/in/jackson-ndiritu
+254797404295
Nairobi, Kenya.

Professional Summary

A friendly and results-driven IT Specialist with three years of comprehensive experience in systems support, server management, and network administration. I have a proven ability to manage critical IT infrastructure, from **receiving and installing hardware** to providing timely and patient **end-user support and training**. I am proficient in **managing helpdesk applications**, supporting **ERP and email systems**, and assisting with **compliance and risk documentation**. I am a collaborative problem-solver, eager to bring my technical skills and proactive mindset to ensure the stability and efficiency of IT systems at the Social Health Authority.

Core Competencies

- **IT Support & Helpdesk:** End-User Support, **Helpdesk Application Management**, Technical Training & Onboarding, **ICT Equipment Installation** & Maintenance (Computers, Printers, Network Devices).

- **Systems & Infrastructure:** Server Setup & Maintenance, Network Administration, **ERP & Email Systems Administration** (e.g., O365, Google Workspace), Cloud Platforms (AWS, Firebase, DigitalOcean).

- **Compliance & Security:** Data Backup Procedures, Security Protocols & Patch Management, **ISO Compliance & Risk Assessment Documentation**, Data Integrity Assurance.

- **Technical Skills:** Python, JavaScript, HTML, CSS, **Website Maintenance**, REST API Integration, Git Version Control, Technical Documentation.

- **Professional Skills:** Problem-Solving, Team Collaboration, Adaptability, Clear Communication, Fast Learner.

Professional Experience

ICT & Systems Engineer | Adwaa Alkhalil Developers & Digion Solutions *(Oct 2022 – Present)*

- Engineered and maintained the complete ICT infrastructure, including servers and networks, achieving 99.9% uptime through proactive monitoring.

- Provided end-to-end technical support for over 50 users, **managing helpdesk ticketing systems** and generating reports on issue resolution and system performance.

- **Received, installed, and configured** new ICT equipment, including desktops, laptops, printers, and network devices, ensuring readiness for end-users.

- **Trained and onboarded** new employees and existing staff on emerging technologies, new software, internal applications, and email system best practices.

- Implemented robust data security, backup, and patch protocols, ensuring business continuity and data integrity.

- Assisted in **documenting ICT compliance** with internal standards and contributed to **risk assessment reports** and technical documentation.

- Performed routine **website maintenance** and updates for the company's web presence, leveraging HTML, CSS, and JavaScript.

ERP Implementation Assistant (Internship) | Kisii University *(Apr 2024 – Apr 2025)*

- Assisted with the field deployment and configuration of a university-wide **ERP system**, providing crucial ICT support to staff and faculty.
- **Delivered training sessions** and provided one-on-one support to end-users during the transition, ensuring a smooth adoption of the new system.
- Helped create and maintain internal **user documentation and training guides** to support the ERP deployment.

Software Engineer (Backend Specialization) | ALX Africa *(2024)*

- Developed and deployed multiple back-end applications, gaining deep, hands-on experience with Python and database management.
- Conducted routine code reviews and debugging sessions within a collaborative, sprint-based environment.

Key Projects

Clinic Management System (Shahsan Medical Centre)

- Developed and deployed a comprehensive clinic management system using PHP and MySQL to streamline the entire patient journey for walk-in cases.
- Engineered integrated modules for Triage, Doctor Consultations, Lab, and Pharmacy POS, significantly improving operational efficiency and patient data management at the live medical centre.

AI-Powered Agricultural Tool

- Led the development of an intelligent tool to help farmers diagnose crop diseases, utilizing Python, TensorFlow, and Google Teachable Machine.
- Owned the project end-to-end, from model training on a 10,000+ image dataset to deploying a user-friendly interface, achieving a 92% accuracy rate.

Real Estate Platform (Personal Project)

- Architected and developed a full-stack web application with a backend powered by Python (Flask) and PostgreSQL.
- Engineered a secure, real-time messaging API to facilitate direct communication between buyers and sellers.

Education

Bachelor of Technology in Computer and Electronic Systems *Mount Kenya University*