

Job Opportunity: IT Officer

Location: Nairobi, Kenya

About the Client

Our client is a leading healthcare and pharmaceutical company with a 40-year history of providing quality medicines across Sub-Saharan Africa. They manufacture and distribute trusted branded prescription and consumer products, with a vision to become the health champion of the region by 2030.

Role Overview

The IT Officer will play a vital role in maintaining the company's IT infrastructure and business applications (including ERP and POS systems) while ensuring smooth day-to-day IT operations in Kenya. You will work with both local business teams and central IT to deliver secure and reliable technology services.

Key Responsibilities

- **System Support:** Assist in deploying and supporting Microsoft Business Central ERP, SFA, CRM, and other business applications. Collaborate with users to resolve system issues and maintain data integrity.
- **Infrastructure Management:** Support the installation and maintenance of servers, network devices, and endpoint equipment. Monitor system performance and support Microsoft Modern Workplace tools.
- **User Support & Training:** Provide frontline troubleshooting for hardware/software issues and conduct basic user training to promote IT best practices.
- **Vendor & Asset Management:** Coordinate with IT vendors for support and procurement, while maintaining accurate documentation of IT assets and configurations.

Essential Skills & Qualifications

- **Education:** Bachelor's degree in Information Technology, Computer Science, or a related field.
- **Experience:** 3 to 5 years of experience in IT operations, support, or systems administration.
- **Technical Skills:** Experience supporting Microsoft Business Central ERP or POS systems is highly desirable. Strong understanding of IT infrastructure (servers, networking) and basic cybersecurity principles.
- **Soft Skills:** Strong problem-solving abilities and excellent communication skills to work effectively with users and vendors.

How to Apply Interested candidates with the requisite qualifications should apply via **TuConnect** by **13th December 2025** using the following link: <https://beta.tuconnect.app/dashboard/jobs/4miyubsma>