



ICT Assistant

Tropikal Brands is a truly African and Kenyan company. Having been in the market for more than 20 years, we have a proud heritage and an even brighter future lit by our ambitious plans to be the leading manufacturer of household, personal care, food and baby products and distributor of quality multinational brands.

Job Summary

The ICT Assistant is responsible for providing day-to-day technical support on all IT related issues including but not limited to networks, hardware and software maintenance, upgrades, troubleshooting, configuration and user training among others.

Job Description/Requirements

- Configuration, deployment, setting up and management of workstations, laptops and peripheral equipment.
- Provide technical software and hardware system support.
- Manage the installation and upgrade process of computer hardware and software as per organizational guidelines and industry best practice.
- Ensure the availability of the local IP PBX and troubleshoot any challenges identified.
- Provide administration and support for Microsoft Office 365 business suite.
- Log and track all system and process issues and incidents using formal documentation.
- Proactively monitor the network ensuring downtimes are identified and resolved with little to no impact to the business.
- Provide basic user training and dissemination of technological information and updates to all staff.
- Plan frequent user training sessions.
- Enforce the adaptation of organizational IT policies and escalate as necessary when challenges arise.
- Regular Inspection, service and maintenance of IT equipment and tools.
- Monitor systems for security gaps, design and support firewall environments in line with IT security policy.
- Any other duties as may be directed by the IT Manager.

Education and experience:

- BSC in IT or any other related field from a recognized college/university.
- At least 1 year experience in a similar position.

Preferred knowledge, skills and abilities:

- Understanding of systems administration,
- Good Knowledge on Computer network hardware and software.
- Hands-on hardware troubleshooting experience.
- Ability to work under pressure with resilience and a positive attitude.
- Timely delivery of tasks.
- High levels of integrity and professionalism.
- Flexible enough to adopt easily to changing environment.
- Good communication and interpersonal skills.

If you meet the above requirements, send an email to recruitment@tropikal.co.ke attaching your updated curriculum vitae and a cover letter by **28th July 2021**.