



# KENTOURS REGULATED NON-WDT SACCO SOCIETY LTD.

P.O. Box 79333-00200 Nairobi, Kenya · Tel. 2227192 · Cell: 0722 968596 or 0733 667596

3<sup>rd</sup> April 2023

## **SYSTEMS ADMINISTRATOR JOB ADVERT**

Kentours Sacco Ltd is a fast-growing NWDT Sacco registered in 1984 and is regulated by the SASRA (Sacco Societies Regulatory Authority of Kenya).

Kentours SACCO has an asset base of KSHS 1Billion and a membership of about 3,000 spread countrywide. We have open membership majorly drawn from tourism industry in Kenya. It is also open to Corporates, Chamas, and investment groups.

Our mission is to empower our members economically and socially through innovative and integrated solutions. The Sacco is seeking to recruit a dynamic, self-driven, and result-oriented individuals to join our team to fill the position of Systems Administrator.

### **Position Summary**

You will be responsible for technical support of the SACCO's Management System issues and oversee the development, implementation, and management of computerized information.

### **Key Responsibilities**

- Set up equipment for employee use, performs or ensures proper installation of cables, operating systems, mobile devices, or appropriate software.
- Ensures that ERP system, hardware, operating systems, software systems, data communications, and related procedures adhere to organizational values, enabling staff achieve their objectives efficiently and effectively.
- Read technical manuals, confers with users, or conducts computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Addresses and resolves basic incidents and requests; logs all incidents and requests; engages other service desk resources or appropriate service resources to resolve incidents that are beyond the scope of their ability or responsibility.
- Be the first contact point, in person, by email, or by telephone, for all users for IT related faults, questions, and requests.
- Assist with on boarding process of new users.
- Perform centralized administration of PC services (i.e., Antivirus, OS Deployment, software installation, group policies, ICT inventory management, patching, and routine maintenance)
- Monitor logs daily and report issues to the team.
- Responsible for the physical and network security.
- Manage and administer cloud applications and technologies.
- Act as on-site point of contact for warranty and contract management, 3rd party support providers, etc.
- Implement and maintain a robust IT asset management system for all IT hardware and software inventory, network components, life cycle management and related documentation.

- Establish mechanisms of ensuring quality of service through detective, preventive and corrective measures as well as through service level agreements with vendors.
- Manage and ensure effectiveness of servers, including E-mail, print, domain, application and backup servers and their associated operating systems and software.
- Establish mechanisms for monitoring, diagnosing, testing, and troubleshooting computer and telecommunications network with a view to continuously enhancing availability and ensuring optimal operation of all hardware and equipment, including servers, routers, switches, firewalls, UPSs, among others.
- Ensure availability of a stable, efficient, and reliable ERP System/ core Sacco System.
- Maintaining oversight and custody of the Sacco in-house and remote data Centre and all network and related hardware assets.
- Assist in timely preparation of ICT reports to the management and the board.
- Ensure adequate backup and recovery strategies and systems are in place and reviewed regularly.
- Oversee the administration of user accounts, permissions, and access rights in Active Directory in line with information security policy.
- Website maintenance in liaison with the marketing department for content
- Maintenance and update of vendor and interdepartmental SLA's
- Perform all aspects of user administration, PC support and liaison with vendors to fix equipment or system issues.

### **Knowledge: Qualifications & Experience**

- Degree in Computer Science, Business Information Technology, or Information Technology or equivalent.
- At least 3 years' experience in a busy ICT environment preferably a financial institution.
- At least three years' experience in development/ implementation/support of Microsoft Dynamics Nav/Dynamics 365 Business Central
- Certification in Systems Administration for Windows/Linux/Unix e.g., CCNP, CCNA, MCSA, and ITIL will be an added advantage.
- Hands-on experience with computer networks, network administration and network installation and firewall administration.
- Hands on experience in ERP upgrade and Migration.

Personal Attributes required for this role:

- Ability to work independently with minimum supervision.
- Team player with good inter-personal skills
- Drive for results and achievement
- Analytical skills.
- Decision making and problem-solving skills.
- Innovation and creativity.

Applications with up-to-date curriculum vitae, citing current and expected remuneration package together with copies of certificates, recent passport size photograph, certificate of good conduct and copy of identification card to reach us through the address below or to be hand delivered to our offices not later than Tuesday, 11th April 2023 at 4.30pm.

Chairman, Kentours Sacco Society  
Commodore Office Suites, First Floor  
P. O. Box 79333 – 00200, Nairobi

or

Email; [info@kentours.co.ke](mailto:info@kentours.co.ke)

Only candidates who meet the minimum qualifications will be contacted.