

ICT Support Technician at KCA University (KCAU)

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Location: Kenya

Category: computer-and-mathematical

Job Description

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KCA University (KCAU) is a private, non-profit institution, founded in July as Kenya College of Accountancy (KCA) by the Institute of Certified Public Accountants of Kenya (ICPAK) to improve the quality of accountancy and financial management training in the country.

KCAU is located on Thika Road in Ruaraka, Nairobi, Kenya. The institution also maintains satellite colleges under the School of Professional Programmes in Githunguri, Kericho, Eldoret, Kisumu and Kitengela.

JOB OBJECTIVE

The job holder will be responsible for configuring hardware and software, setting up peripherals, repairing equipment, and providing daily support for users. He/She will be the first point of support for staff and students, as well as keep an updated inventory of all ICT equipment and devices in the Campus.

DUTIES AND RESPONSIBILITIES:

Troubleshoot, analyze and repair problems of computer elements such as desktop computers, laptops and various components/peripherals of an IT network

Initiate procurement process for required ICT equipment through provision of equipment specifications for different university sections/departments

Prepare reports on conditions of ICT equipment within the university and submit them to the Director, ICT for decision making.

Maintenance of computing systems (hardware, software and networks), data communication systems and preventive maintenance and repair of ICT equipment.

Troubleshoot software and hardware compatibility issues and ensure all failed computer products and processes are identified and solved.

Obtain, set and install computer software for ICT training laboratories to enable user perform their activities effectively.

Assist the ICT Trainers and Computer Technologists in carrying out various laboratory/workshop activities to support learning in the university.

Installation and configuration of Enterprise Resource and Planning software system for university computers.

Distribution of procured ICT equipment to departments/campuses to ensure equitable and effective use of ICT resources.

Management of ICT equipment inventory by updating the database regularly to identify any losses and recommend for upgrade.

Management and track user work tickets to ensure proper use of university resources and assets.

Install and configure antivirus software and manage the antivirus server software to combat new viruses and protect university computers and information from any vulnerability.

Perform any other duties and responsibilities as may be assigned from time to time by your Supervisor or Management.

QUALIFICATIONS AND EXPERIENCE

Bachelor's degree in Computer Science or Information Communication Technology or its equivalent from a recognized institution

At least three years relevant work experience from an institution of higher learning or a comparable institution.

Any other professional qualifications will be an added advantage

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