IT Administrator

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Company: ENGIE

Location: Kenya

Category: computer-and-mathematical

Job Title: IT Administrator

Department: Finance & Administration

Reporting Line: Head of Finance

Location: Nairobi, Kenya

About ENGIE Energy Access

ENGIE Energy Access is one of the leading Pay-As-You-Go (PAYGo) and mini-grids solutions provider in Africa, with a mission to deliver affordable, reliable, and sustainable energy solutions and life-changing services with exceptional customer experience. The company is a result of the integration of Fenix International, ENGIE Mobisol and ENGIE PowerCorner; and develops innovative, off grid solar solutions for homes, public services, and businesses, enabling customers and distribution partners access to clean, affordable energy. The PAYGo solar home systems are financed through affordable instalments from $0.19 per day and the minigrids foster economic development by enabling electrical productive use and triggering business opportunities for entrepreneurs in rural communities. With over 1,700 employees, operations in nine countries across Africa (Benin, Côte d'Ivoire, Kenya, Mozambique, Nigeria, Rwanda, Tanzania, Uganda and Zambia), almost 1.5 million customers and over 7 million lives impacted so far, ENGIE Energy Access aims to remain the leading clean energy company, serving millions of customers across Africa by 2025.

Job Purpose/Mission

Responsible for effective overall supervision of company's Information Technology system administration through installation and configuration, operation, and maintenance of

systems hardware, software and related infrastructure.

Responsibilities

Support and champion our Global IT strategy, with priority focus for Kenya.

Support uptime, resiliency, and redundancy requirements for the Kenyan entity.

Accountable for troubleshooting, technical support, diagnosis, and change management to maximise functionality and up-time of internal and third-party networks, hardware, software, applications, and other virtual environment infrastructure.

Manage ERP Server with periodic updates, backup and overall Technical Support on ERP Solutions within the regional BU.

Administration, and Supervising engineering of system administration related solutions for various projects/operational needs of EEA Kenya, Internal IT Systems and Infrastructure with consultations with the central team

Support gap analysis of IT systems, staff, and vendors with recommendations and budget requirements to management.

Overall performing of daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems, and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups in the country

Ensure IT related assets are maintained and properly assigned.

Prepare monthly, quarterly, and annual reports by summarizing all the activities carried out within the IT section with a view to submit same to the superior for consolidation with other reports within the EEA Kenya

Support evaluation, onboarding, and assess and report performance of IT vendors to management.

Recommend and lead change management activities in Kenya that minimise service disruption impacts on internal users, including planning and cost-effective execution of office capacity increases.

Ensure redundancy, resiliency, and identify dependencies for networking infrastructure and

software applications.

Management and administration of IT projects

Adhere to global IT budget in coordination with local management.

Help implement and enforce Information Security policies.

Accountabilities

- IT Team Performance

- Enforcement of IT Data policy

- Quality of departmental service

- IT asset management

- S/he is accountable for adherence to the company's IT budget

- S/he is accountable to check before approving all financial request

Knowledge and skills

Experience

Minimum of 3+ years of experience in IT

Experience supporting an IT helpdesk strategy.

Experience working in a start-up environment.

Experience in Budget Management, Performance and Team Management

Excellent Analytical skills, Coaching Skills, Interpersonal Skills, Negotiation Skills and IT networking skills, troubleshooting

Experience supporting implementation of company-wide IT solutions improvements

Familiarity with Mikrotik Router board, Asterisk PBX / Telephony, database development and maintenance, major Operating System Clients (OSX, Windows, Linux) Server Monitoring Systems

Experience evaluating and managing IT and network suppliers/vendors

Excellent sense of urgency and time management with high organizational skills

A passion for community for community development through sustainable renewable energy

solutions is an added advantage

Qualifications :

Degree in IT/ BBIT/ Computer Science/ Computer Engineering

CCNA / MTCNA / CISA Certification are added advantages

2+ years' experience supporting IT, infrastructure, and network support teams, preferably for a global company with distributed offices & staff.

Language(s):

English

Swahili

Technology :

Experience and Proficiency in Network Administration, PBX Management, ERP Systems, MS Office, Computers and Smartphones

ENGIE is an equal opportunity employer, promoting diversity and committed to creating an inclusive environment for all. All applications are screened based on business needs, job requirements and individual qualifications, without any regard to origin, age, name, sexual identity, orientation or preference, religion, marital status, health, disability, political opinions, union involvement or citizenship. Our differences are our strengths!

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