

IT Consultant at DanChurchAid (DCA)

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Company: JobWebKenya

Location: Kenya

Category: business-and-financial-operations

Job Description

General Responsibilities

The IT support function will coordinate and deliver various ICT related services in accordance with established DCA policies and procedures. They will provide responsive, professional service and technical support to staff to ensure efficient operation and use of DCA IT equipment and Internet services.

Deploy, configure, and maintain IT equipment, including networks, servers, and telecommunications. Troubleshoot and address issues to ensure optimal performance.

Configure and maintain applications, computer software and hardware- Keeping them in good operating conditions.

Support the Finance and Support Services office to maintain inventory of IT equipment, hardware, and software and ensure adequate supply and functionality.

Coordinate relationships with suppliers to facilitate delivery of IT-related services that meet DCA business requirements and needs.

Back-up data and recover lost data.

Serve as the first point of contact for DCA staff seeking technical assistance over the phone or email and walk them through the problem-solving process.

Determine the best solution based on the issue and details provided by staff.

Direct unresolved issues to the next level of support personnel.

Provide input and recommendations on IT policies, procedures, products or services such as product specifications and cost comparison.

Document events and problems and their resolution in logs.

Track and update staff on status and information related to IT.

Run reports to determine recurrent IT issues and malfunctions.

Communicate any feedback or suggestions by staff to the appropriate internal team.

Install computer peripherals for users.

Gain feedback from staff about computer usage and any other information in relation to IT.

Provide training to staff upon orientation on various DCA IT policies and procedures as well as ensuring non- IT staff are provided with adequate and appropriate training based on the needs identified.

Interface with DCA helpdesk to coordinate DCA staff IT software set-up and maintenance.

Perform any other duties as assigned by the supervisor.

Requirements

Minimum of five years proven experience as a help desk technician or other customer support role.

Good understanding of computer systems, LAN systems, databases, mobile devices and current tech products and applications.

Ability to diagnose and resolve basic/ complicated technical issues.

Proficiency in English

Strong communication skills with the ability to communicate technical ideas and concerns in a non-technical manner.

Proactive, resourceful, solutions-oriented and results-oriented.

Ability to relate to people at all levels internally and externally with a strong customer-service focus.

BSc in IT, Computer Science, Computer Programming, or relevant field

Trustworthy and professional

Excellent organizational skills and a demonstrated ability to work independently or with minimal supervision.

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