

IT Field Assistant at HCS Africa

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

The name HCS Africa is derived from carefully selected words: 'Human', referring to our people-oriented approach, 'Capital', referring to our commitment of increase in profit, and 'Synergies', referring to the collaborative nature of our organization. Therefore our service provisions and methodologies are wholly centered on adding value to your most important source of profit – Human Resource – and anything else in line with your business priorities which require the synergy of our partnering stakeholders.

Summary

We are looking to fill The IT Field Assistant will provide IT support and assist in the field related to related to troubleshooting, support and reporting.

The position will report to the Project Lead and other Leads using a matrix system for alignment, sound coordination and alignment aimed at enhancing efficiency.

The IT Field Assistant must have:

Basic IT skills,

Good Communication

Positive Team attitude/spirit

Detail oriented

Responsibilities:

Provide IT field support:

Assist in troubleshooting technical issues, for hardware.

IT related help desk response

Consult/escalate complex IT support requirements

Install, and ensure gadgets are powered

Equipment security/safety

Record keeping and reporting:

Maintain accurate records and documentation of technical issues

Compile daily and/or weekly reports on IT related incidences

Equipment management and maintenance

IT equipment Audit and assessment for optimum equipment functionality.

Assisting in contacting suppliers regarding equipment repairs, procurement and replacements

Technical Team participation

Liaising with other technical team members for effective service delivery

Attend team meetings for project reporting and tracking purposes

CONTRACT DURATION: Three to Six months, with a possibility of occasional 1 month extension;

Requirements:

Form 4 certificate

Dynamic and Flexible

Good written and verbal communication

Minimum 6 months to 2 years experience.

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