

IT Helpdesk Analyst at Old Mutual Kenya

[Apply Now](#)

Company: JobWebKenya

Location: Kenya

Category: computer-and-mathematical

Job Description

```
(adsbygoogle = window.adsbygoogle || []).push({});
```

Old Mutual Kenya is based in Nairobi and is part of a larger group that offers solutions in long-term savings, asset management and investment. We offer solutions to individuals and corporates underpinned by our core values which are: Respect, Integrity, Accountability and Pushing beyond boundaries.

SUMMARY

Responsible for providing both technical and non-technical customer support via phone, email, and SharePoint, and supporting the implementation of IT Policies and adherence to regulatory guidelines and risks.

KEY MEASURABLE GOALS

IT Ticket Closure 95%

Call handling closure 90%

User creation and documentation 95%

High TAT on closure of IT related and technical issue.

Issue handling at 1st level support.

Townhall facilitations and virtual events.

KEY RESPONSIBILITIES

Provide Level 1 IT Support: Manage, resolve, or escalate end user calls logged onto SharePoint within established SLAs.

Follow standard help desk procedures and apply knowledgebase to problems: identification, instruction, and resolution of problems.

Perform post-resolution follow-ups with the end users and team members as required.

Manage User system access for various applications.

Develop accurate reports regarding the progress of registered tickets on helpdesk.

Perform software/hardware installation, updates including formatting, hot swapping, ghosting etc. on all HQ and branch support PCs.

Ensure facilitation of all townhall events

Diagnose and resolve end-user network or local printer problems, PC hardware problems, e-mail, Internet, and local-area network access problems.

Support in the successful Implementation of ICT Projects

Create and manage user accounts in AD Manager and O (user, computer, security objects).

Identify ways to improve the quality of the service provided and/or the efficiency of the processes within the team.

Identify and escalate situations requiring urgent attention.

Support in D User creations and mapping.

Identify training and development requirements, formulate own plan to be agreed with team leader.

Responsible for ensuring own plan is completed within agreed timescales.

Undertake all necessary training to perform the role to the required standards, including gaining accreditation where appropriate.

Carry out any other ICT duties/tasks as may be assigned from time to time by the supervisor or his appointee.

BANKWIDE AML KYC & CFT RESPONSIBILITIES

Communicating and reinforcing the AML-CTF compliance culture established by the board

Implementing and enforcing the board-approved AML, KYC & CFT policy within the Department, Unit or Branch

IT RISK AND SECURITY

Identifying, assessing and controlling risks through analyzing incidences and problem raised through the service desk and evaluate the impact of the business and coming up with mitigation procedures

Help reduce potential negative impact of changes and mitigate service outage

Management of IT Services for recovery and continuation in the case of a serious incident, proactive measures, rather than just reactive measures, so that the risk of disaster is minimized to ensure continuance of service and that the service provider is able to meet minimum service levels

[Apply Now](#)

Cross References and Citations:

1. IT Helpdesk Analyst at Old Mutual Kenya [Jobsinindia Jobs Kenya Jobsinindia ↗](#)
2. IT Helpdesk Analyst at Old Mutual Kenya [Findsalesjobs Jobs Kenya Findsalesjobs ↗](#)
3. IT Helpdesk Analyst at Old Mutual Kenya [Petroleumjobs Jobs Kenya Petroleumjobs ↗](#)
4. IT Helpdesk Analyst at Old Mutual Kenya [Physicianjobsnearme Jobs Kenya Physicianjobsnearme ↗](#)
5. IT Helpdesk Analyst at Old Mutual Kenya [Journalistjobs Jobs Kenya Journalistjobs ↗](#)
6. IT Helpdesk Analyst at Old Mutual Kenya [Jobsinaustria Jobs Kenya Jobsinaustria ↗](#)
7. IT Helpdesk Analyst at Old Mutual Kenya [Electronicsjobs Jobs Kenya Electronicsjobs ↗](#)
8. IT Helpdesk Analyst at Old Mutual Kenya [Mathematicsjobs Jobs Kenya Mathematicsjobs ↗](#)
9. IT Helpdesk Analyst at Old Mutual Kenya [Southkoreajobs Jobs Kenya Southkoreajobs ↗](#)

10. IT Helpdesk Analyst at Old Mutual Kenya UsajobscentralJobs Kenya Usajobscentral ↗
11. IT Helpdesk Analyst at Old Mutual Kenya Ukjobscareer Jobs Kenya Ukjobscareer ↗
12. IT Helpdesk Analyst at Old Mutual Kenya Clerkjobs Jobs Kenya Clerkjobs ↗
13. IT Helpdesk Analyst at Old Mutual Kenya Doctorjobsnearme Jobs Kenya Doctorjobsnearme ↗
14. IT Helpdesk Analyst at Old Mutual Kenya Makkahjobs Jobs Kenya Makkahjobs ↗
15. IT Helpdesk Analyst at Old Mutual Kenya Cloudjobsnearme Jobs Kenya Cloudjobsnearme ↗
16. IT Helpdesk Analyst at Old Mutual Kenya Restaurantjobsnearme Jobs Kenya Restaurantjobsnearme ↗
17. IT Helpdesk Analyst at Old Mutual Kenya SalesjobsnearmeJobs Kenya Salesjobsnearme ↗
18. IT Helpdesk Analyst at Old Mutual Kenya TelecomjobsJobs Kenya Telecomjobs ↗
19. It helpdesk analyst at old mutual kenya Jobs Kenya ↗
20. AMP Version of It helpdesk analyst at old mutual kenya ↗
21. It helpdesk analyst at old mutual kenya Kenya Jobs ↗
22. It helpdesk analyst at old mutual kenya Jobs Kenya ↗
23. It helpdesk analyst at old mutual kenya Job Search ↗
24. It helpdesk analyst at old mutual kenya Search ↗
25. It helpdesk analyst at old mutual kenya Find Jobs ↗

Source: <https://ke.expertini.com/jobs/job/it-helpdesk-analyst-at-old-mutual-kenya-kenya-jobwebkenya-6c7f38cdf6/>

Generated on: 2024-05-03 by Expertini.Com