

## IT Implementation Officer at Stratostaff

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Company: JobWebKenya

Location: Kenya

Category: business-and-financial-operations

### Job Description

At Stratostaff we design, implement and manage workforce solutions for large, specialized or routine staff complements giving you the opportunity to focus on your core business.

### Key areas of Responsibility

Customizing systems deployed for each subsidiary to suit their needs for claimflux and Complaints management system

Implementing change requests for the different businesses

Offer general support to IT administrators across the subsidiaries e.g. system troubleshooting, vendor management.

Execute action plans from the head of implementation, infrastructure, and security to the subsidiaries to meet the organization's strategic goals.

Engage with IT teams across subsidiaries to determine user system requirements.

Plan and train users on new systems as well as maintaining these systems

Manage and monitor backups of all call center systems

Provide monthly reports on application/system usage across the subsidiaries to the head of implementation, Infrastructure, and security

### REQUIREMENTS

## **KNOWLEDGE, SKILLS AND EXPERIENCE:**

BSc. Computer Science or any related field

Minimum 2 years working experience

## **WORKING RELATIONSHIPS:**

Internal

IT Managers

Developers team

Users and staff

IT/System Administrators

Project manager

External

Third party vendors

## **COMPETENCIES:**

Project and product management

Good requirements translation

Knowledge of software and system design technologies

Behavioral

Communication skills

Negotiation skills

Good conduct and high integrity

Problem-solving

Creative thinker

Interpersonal skills

Patience

Emotional intelligence

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