

IT Officer at BURN Manufacturing

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

BURN designs, manufactures, and distributes aspirational fuel-efficient cooking products that save lives and forests in the developing world. BURN has revolutionized the global cookstove sector by proving the business case for selling a high quality, locally manufactured and unsubsidized cookstoves. Since , BURN has sold ,+ high quality, locally manufactured and unsubsidized jikokoas stoves in East Africa. These stoves have helped 1,,+ beneficiaries save \$39 million in fuel expenditures and , tons of wood while reducing indoor air pollution by 65%. BURN currently sells ~10, stoves per month and intend to double sales by the end of .

The Employee shall have the following duties and responsibilities:

IT Infrastructure Management:

Manage and maintain the organization's IT infrastructure, including servers, networks, hardware, and software systems.

Ensure the availability, reliability, and security of IT infrastructure components, monitoring performance and addressing any issues proactively.

Plan and execute infrastructure upgrades, migrations, and system integrations as required.

Maintain an inventory of hardware and software assets, ensuring proper licensing and compliance.

Team Leadership and Management:

Lead a team of IT professionals, providing guidance, mentorship, and support.

Assign tasks and projects to team members, monitor progress, and ensure timely completion.

Foster a collaborative and inclusive team environment, encouraging knowledge sharing and professional development.

Conduct performance evaluations, identify training needs, and provide ongoing coaching to team members.

IT Support and Troubleshooting:

Provide technical support to internal users, addressing hardware, software, and network-related issues.

Troubleshoot and resolve IT problems in a timely manner, escalating complex issues as needed.

Develop and maintain IT support processes and procedures, ensuring efficient incident management and resolution.

Collaborate with external vendors and service providers to resolve technical issues and implement solutions.

Security and Data Protection:

Implement and maintain robust security measures to protect the organization's IT infrastructure and data.

Monitor and assess the organization's security posture, identifying vulnerabilities and implementing remediation plans.

Develop and enforce IT security policies, ensuring compliance with relevant regulations and best practices.

Conduct regular backups and implement disaster recovery plans to minimize data loss and downtime.

Project Management and Strategic Planning:

Lead and participate in IT projects, from inception to completion, ensuring alignment with

organizational objectives.

Collaborate with stakeholders to identify IT needs, define project requirements, and develop project plans.

Manage project budgets, timelines, and resources, tracking progress and reporting on key metrics.

Stay informed about emerging technologies and industry trends, providing recommendations for IT improvements and innovations.

IT Support and Troubleshooting:

Respond to user inquiries, provide technical support, and resolve hardware and software issues promptly and effectively.

Install, configure, and upgrade computer hardware, operating systems, and software applications.

Conduct system testing, diagnose, and resolve network connectivity problems, and perform root cause analysis of technical issues.

Maintain accurate documentation of support requests, solutions, and user guides for future reference.

IT Infrastructure Management:

Monitor the organization's network infrastructure, servers, and systems to ensure optimal performance and availability.

Plan and execute infrastructure upgrades, patch management, and system migrations while minimizing disruptions to operations.

Administer user accounts, permissions, and access rights to maintain data security and privacy.

Manage hardware and software inventory, including license compliance and maintenance agreements.

Project Management:

Lead and participate in IT projects, including system implementations, upgrades, and

migrations.

Define project requirements, develop project plans, allocate resources, and monitor progress to ensure timely completion.

Collaborate with stakeholders to identify project objectives, deliverables, and success criteria.

Conduct post-implementation reviews and document lessons learned for continuous improvement.

Data Security and Backup:

Implement and enforce IT security policies and procedures to protect the organization's data and systems.

Conduct regular security assessments, identify vulnerabilities, and implement appropriate measures to mitigate risks.

Perform data backups, disaster recovery planning, and periodic testing to ensure business continuity.

Stay up to date with emerging threats and technologies, recommending security enhancements as necessary.

Vendor Management:

Collaborate with external vendors and service providers to troubleshoot issues, resolve technical problems, and ensure service-level agreements are met.

Evaluate vendor proposals, negotiate contracts, and manage vendor relationships.

Monitor vendor performance and conduct periodic assessments to ensure quality service delivery.

Qualifications and Skills:

Bachelor's degree in Information Technology, Computer Science, or a related field.

Proven experience as an IT Officer or a similar role, with a minimum of 3 years of relevant experience.

Strong technical knowledge of IT infrastructure, including servers, networks, operating systems,

and software applications.

Proficiency in IT support and troubleshooting, with the ability to diagnose and resolve technical issues effectively.

Experience in leading and managing a team of IT professionals, fostering a collaborative work environment.

Solid understanding of IT security principles and best practices, with hands-on experience in implementing security measures.

Excellent communication skills, both verbal and written, with the ability to convey technical information to non-technical users.

Strong analytical and problem-solving skills, with the ability to think strategically and propose innovative solutions.

Certifications such as ITIL are highly desirable.

Ability to prioritize tasks, handle multiple responsibilities simultaneously, and work effectively under pressure.

Familiarity with project management methodologies and tools to successfully deliver IT projects on time and within budget.

Understanding of IT security best practices, data protection, and disaster recovery planning.
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