

## IT Officer at Kate Africa

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Company: JobWebKenya

Location: Kenya

Category: business-and-financial-operations

### Job Description

(adsbygoogle = window.adsbygoogle || []).push({}); KATE, a logistics solution provider was founded in Kenya in . KATE is primarily involved in Removals, Packing, Warehousing, Air and Sea export, Import freight, and Customs clearance. A well-trained and experienced workforce in all departments makes KATE a truly professional outfit. Vision: To be the provider of choice for our customers and model of excellence for our industry.. Mission: To provide innovative and sustainable logistical services that drive our customers growth and profitability. Our Values: Integrity, excellence, diversity, corporation, creativity, respect, service. KATE is an exclusive agent in Kenya for Expeditors International, a leader in global logistics with more than offices in more than countries worldwide.

### Responsibilities

Provide technical support to all staff for software, hardware, and network issues

Install and configure computer hardware, software, systems, networks, printers and scanners

Maintain and troubleshoot all IT systems, including servers and databases.

Conduct regular maintenance and updates of all IT systems to ensure they are up-to-date and secure

Evaluate and modify the system's performance for increased efficiency and user productivity.

Manage the helpdesk system and respond to user inquiries in a timely and professional manner

Manage and troubleshoot communication systems, including telephones and networks.

Develop and implement IT policies and procedures to ensure that all IT systems are used efficiently and effectively.

Provide training and guidance to staff on IT systems and applications.

Work with the Head of IT to develop and manage the IT budget.

Conduct research on new and emerging technologies and make recommendations for their implementation

Maintain the integrity of the systems, server deployment and systems security.

Produce user and support guides.

Assist with other IT-related tasks and projects as needed

### **Academic qualification**

**Bachelor's degree in Computer Science, Information Technology, Business Information and Technology or a related field**

Certification in Information Technology related professional courses

At least two years of experience in IT support or a related field in a busy work environment.

Strong technical skills and experience with computer hardware, software, systems, networks, printers and firewalls.

Ability to diagnose and troubleshoot technical

Excellent problem-solving skills

Organizational skills

Knowledge of emerging technologies and their potential applications

Establishing rapport and good collaboration

Excellent written and verbal communication skills

Must be a self-starter, alert, energetic, responsible and flexible.

Advanced knowledge of networking fundamentals, general network setup and device configuration.

Knowledge of Linux and Windows Servers implementation and configuration.

Demonstrated ability to support Windows, Linux, Unix and Mac OS users' workstations.

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