IT Officer – System at AAA Growers

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Company: JobWebKenya

Location: Kenya

Category: computer-and-mathematical

Job Description

(adsbygoogle = window.adsbygoogle || []).push({}); AAA Growers is one of the leading exporters of premium & prepared vegetables from Kenya and the largest commercial grower and exporter of chillies from Kenya. We aim to provide quality products which redefine what innovative, healthy and delicious vegetables should be. AAA Roses (Forest Gate (EPZ) Ltd.) entered the floriculture industry in and in began exporting roses to the Netherlands, Great Britain, Germany, the Middle East and other markets. In a relatively short time AAA Roses built its strong name in the Kenyan flower industry mainly due to high quality products, modern facilities and commitment and dedication of our professional team.

Role:

Main responsibility is to analyze and modify existing software as well as designing, constructing and testing end-user applications that meet user needs — all through software programming languages. The role will also involve providing support to the hardware team to ensure that available IT infrastructure can accommodate the provided systems.

Key Responsibilities:

Software Management

Contribute towards overall information systems process analysis and design, gap analysis, functional system design and specifications, system configuration, development of system tests and procedures, parallel runs as well as keeping the project documentation.

Performs program maintenance, modifications, and enhancements to new/existing systems through programming, testing, documenting, and training users.

Confers with user personnel and department representatives in resolving questions of program/system intent, output requirements, input data acquisition, and inclusion of internal checks and controls.

Software maintenance and support: Maintain a record of appropriate software licenses to ensure compliance with copyright laws.

Coordinate training for desktop applications and other enterprise systems to the end users. Keep an updated record of all critical business application. Monitoring system performance to ensure everything runs smoothly and securely.

Monitor database performance, diagnose and resolve access and performance issues.

Maintain up to date awareness and make recommendations regarding relevant Data Protection and Information Governance issues. Maintain high levels of data availability, usability and security.

Implementation of appropriate user access levels.

Liaise with technical hardware technical IT staff regarding backups, server configurations and upgrades. Maintain an up to date daily and weekly backup as it may be deemed necessary of all our systems and databases to ensure business continuity. Restore backups for attendance solution for payroll team.

Handle system implementation, testing, user training, data migration, go-live and support for inhouse developed solutions.

Work with users and head of departments as assigned to gather, document and analyse, their requirements and propose solutions.

Understanding of security for internet-facing systems. Developing systems to ensure they are resilient to cross-site scripting and SQL injection attacks.

Keep abreast of developments in technology and ensure these are embraced in any new system developed as well as maintaining existing skills and knowledge. Continuously researching on industry trends and anticipated changes that have an impact on our business. Contribute to continuous improvement by adopting processes that improve overall efficiency.

Produce and maintain documentation including user guides for all systems developed.

Analysing existing systems to provide recommendations for improvement.

Monitoring system performance and performing predictive maintenance.

Where necessary, liaise with third-party support for outsourced software.

IT Hardware Approach & Planning

Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring PC performance.

Accurately document instances of hardware failure, repair, installation, and removal.

Assist in developing long-term strategies and capacity planning for meeting future computer hardware needs.

Support development and implementation of new computer projects and new hardware installations.

Maintain up-to-date knowledge of hardware and equipment contracts and supervise contract-based installations.

Participate in monthly and quarterly IT hardware budget preparation.

Procurement & Deployment of IT Equipment

Recommend, schedule, and perform PC, hardware and peripheral equipment improvements, upgrades, and repairs.

Write technical specifications for purchase of PCs, networking hardware and related products.

Conduct research on computer products in support of PC procurement and development efforts. Evaluate and recommend hardware products for purchase.

End User Support

Liaise with, and provide training and support to, end users and staff on computer operation.

Install, configure, test, maintain, monitor, and troubleshoot end user workstation hardware, networked peripheral devices, and networking hardware products.

Where required, install, configure, test, maintain, monitor, and troubleshoot associated end user workstation software and networking software products.

Perform on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end users, and recommend and implement corrective hardware solutions, including off-site repair as needed.

Receive, respond and document to incoming calls and e-mails regarding system issues.

User support: Maintain a Help Desk Service for desktop software applications and other centralized software applications, emails, and specialized applications for all users in the organization

Key competencies:

Experience providing support for enterprise-level platforms with significant numbers of users across varying IT infrastructure.

Hands-on hardware troubleshooting experience.

Experience with enterprise data architectures, integration, and master data management.

Strong analytic curiosity and innovative problem-solving skills using a system thinking approach.

Pro-efficiency in Microsoft office with emphasis on Microsoft excel.

Ability to effectively prioritize and execute tasks in a high-pressure environment.

A strong understanding and knowledge of computer, network, and security systems

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