



Consolidated Bank of Kenya Ltd is Kenya's SME bank of choice that provides flexible financial solutions that support our customers in achieving success. The Bank is well positioned, with presence in majority of the country's business hubs to continually offer pleasant and convenient services. We seek to recruit a high caliber, results oriented and self-driven individual to fill the position of **Network & Systems Support Officer**

## **NETWORK & SYSTEMS SUPPORT OFFICER**

### **Job Type**

Three (3) year Contract.

### **Job Purpose**

Reporting to the ICT Infrastructure Manager, the Network & Systems Support Officer will be responsible for the installation, configuration, management, development and maintenance of an efficient, reliable ICT infrastructure, Systems, networks (both LAN and WAN) and technical services support, including the optimum deployment and utilization of ICT resources.

### **Key Responsibilities**

- Configuration of ICT network, Servers, systems and equipment; including hardware, peripherals, and software and ensure efficient performance and deployment of appropriate business and support services.
- Administration of ICT Infrastructure systems, and services. Administration duties includes but not limited to Virtualized platforms support, Active Directory object maintenance, troubleshooting, Mail server management, Domain Controllers, DNS, Windows Servers, Linux Servers, user authentication and other operational systems as needed
- Design and implement new solutions and improve resilience of the current network and systems environment.
- Manage the performance monitoring of ICT resources and perform basic diagnosis and resolution of network infrastructure, servers, and software and hardware faults.
- Install and configure computer hardware operating systems and applications; monitor and maintain computer systems and networks.
- Implementation of tools to aid in improving operation efficiencies in monitoring and infrastructure management
- Troubleshoot system and network problems and diagnose and solve hardware or software faults; replace parts as and when required.

- Ensure that up to date systems configurations and documentations are kept for all ICT network and systems infrastructure and provide support, including procedural documentation and relevant reports; following diagrams and written instructions to repair a fault or set up a system.
- Management of LAN and WAN infrastructure, including telephony (IP, E1 and VOIP transport) QoS, and VPN.
- Provide technical support for people using the network and day to day administration and monitoring of network use.
- Generate various reports as required.
- Any other duties that may be assigned by the supervisor/Manager or HOD.

### **Qualifications and Competencies**

1. Be a holder of Bachelor's degree in either Computer Science, Computer Engineering or Information Technology related field.
2. Must possess at least one professional qualification such as C.C.N.A, or M.C.S.E or HP Aruba Certified Switching professional.
3. Must have at least two years' working experience and be involved in planning, systems analysis, design, implementation, and support of LAN/WAN infrastructure.
4. Should have at least one year's experience in Operating Systems Administration in Linux and Windows
5. Experience in Storage and Virtualization platforms will be an added advantage.
6. Should possess excellent communication, decision making, analytical, organizational and interpersonal skills.
7. Should be of sound judgment and have ability to apply technical expertise to resolve a range of issues/problems and provide technical guidance to users.

### **Method of Application**

Qualified and interested candidates who meet the above requirements should send their application in HARD COPIES quoting the title of the position applied for on the cover letter and envelope, together with detailed curriculum vitae, copies of certificates and the contact information of three referees to:

**The Head of Human Resources  
Consolidated Bank of Kenya Limited  
P.O. Box 51133 - 00200  
NAIROBI**

All applications should be sent through the above address ONLY, and received no later than **5.00 p.m.** on **Wednesday, 3<sup>rd</sup> April 2024**. Only selected candidates will be contacted.

*Consolidated Bank of Kenya Limited is an equal opportunity employer.*