



Chai Savings and Credit Co-operative Society Ltd is a leading DT Sacco with fully-fledged Branches in Nairobi, Litein, Mombasa, Nkubu, Silibwet and Kisii, and Satellite Offices in Olenguruone, Othaya, Kutus, Kangari, Kapsabet and Nyamira. We are looking for self-driven and result oriented person to fill the following position.

NETWORK, INFRASTRUCTURE AND SYSTEMS SUPPORT ADMINISTRATOR JOB ADVERT	
1. Job Profile	
Job Title:	Network, Infrastructure and Systems Support Administrator
Status	Permanent
Duty Station	Head Office-Nairobi
Reporting to	HICT
Division/Department	ICT
Directly Supervises	
2	Purpose of the Job
The Network, Infrastructure, and System Support Administrator will be responsible for managing and maintaining Chai Sacco's network infrastructure, systems, and IT assets. This role involves ensuring the reliability, security, and efficiency of the organization's technology infrastructure to support its operations and strategic objectives.	
3.	Duties and Responsibilities
<ul style="list-style-type: none"> i. Network Infrastructure Management: <ul style="list-style-type: none"> a. Design, implement, and maintain Chai Sacco's network infrastructure, including LAN, WAN, and wireless networks. b. Monitor network performance, troubleshoot connectivity issues, and optimize network resources for maximum efficiency. c. Configure and manage network devices such as routers, switches, firewalls, and access points to ensure seamless connectivity. d. Implement network security measures, including firewalls, intrusion detection/prevention systems, and VPNs, to protect against cyber threats. ii. System Administration: <ul style="list-style-type: none"> a. Install, configure, and maintain server operating systems, virtualization platforms, and other system software. b. Manage user accounts, permissions, and access controls on servers and IT systems to ensure data security and privacy. c. Perform routine system maintenance tasks, such as software updates, patches, and backups, to prevent downtime and data loss. d. Monitor system performance, analyze system logs, and implement performance optimization strategies to enhance efficiency. iii. Infrastructure Support: <ul style="list-style-type: none"> a. Provide technical support and troubleshooting assistance to end-users experiencing IT-related issues. b. Respond to service requests and incidents in a timely manner, escalating complex issues to appropriate technical teams for resolution. c. Coordinate with external vendors and service providers to resolve hardware or software issues and procure IT equipment as needed. 	

	<p>d. Document system configurations, network diagrams, and support procedures for future reference and knowledge sharing.</p> <p>iv. Infrastructure Planning and Expansion:</p> <p>a. Assess current IT infrastructure needs and plan for future growth and expansion to meet organizational requirements.</p> <p>b. Evaluate emerging technologies and recommend solutions to enhance the efficiency, reliability, and security of Chai Sacco's infrastructure.</p> <p>c. Participate in IT projects and initiatives, providing technical expertise and guidance on infrastructure-related matters.</p>
4.	Job Specifications
	<p>a. Education</p> <ul style="list-style-type: none"> • Bachelor’s degree in information technology, Computer Science, or a related field. • Relevant certifications such as Cisco Certified Network Associate (CCNA), Microsoft Certified: Azure Administrator Associate, or CompTIA Network+ are desirable. <p>b. Skills Required</p> <ul style="list-style-type: none"> • Proven experience in network administration, infrastructure management, and system support. • Strong knowledge of networking protocols, technologies, and best practices, including TCP/IP, DNS, DHCP, VLANs, and VPNs. • Proficiency in server administration, including Windows Server, Linux/Unix, and virtualization platforms (VMware, Hyper-V). • Familiarity with network security principles, firewalls, intrusion detection/prevention systems, and security protocols. • Excellent troubleshooting skills, with the ability to diagnose and resolve hardware, software, and network issues effectively. • Strong communication and interpersonal skills, with the ability to collaborate effectively with team members and stakeholders. • <p>c. Minimum Experience Required</p> <ul style="list-style-type: none"> • Minimum Four (4) years’ experience in a similar set up

Interested candidates who meet the set criteria to submit their application letter together with detailed curriculum vitae with at least three contacts of professional referees, copies of academic and professional certificates to:

The HR & Administration Manager,
Chai SACCO Society Ltd,
P.O Box 278-00200, Nairobi.

All applications should be submitted on email: hr@chai-sacco.co.ke with subject heading clearly marked “**NETWORK, INFRASTRUCTURE AND SYSTEMS SUPPORT ADMINISTRATOR**”. The candidate must also attach a summary of their data as per attached data summary sheet available at www.chai-sacco.co.ke/careers (Summary data sheet **MUST** be filled in MS word format and sent as MS word format. i.e Do not scan it)
Application deadline: Friday 27th September 2024 at 5:00pm