JOB ADVERTISEMENT
ICT OFFICER

Location	: Setyon Sacco Limited Located in Brooke, Kericho.
Department	: ICT Department
Reports To	: Setyon Sacco Manager
Application Deadline	: December 2024
Vacancy	:1

JOB OVERVIEW

Reporting to the Sacco Manager, the ICT Officer will be expected to team up in creation of business value through technology, by ensuring that the ICT systems and procedures lead to outcomes in line with the business goals as per the SACCO's strategic plan

KEY DUTIES AND RESPONSIBILITIES

- Safeguard ICT infrastructure of the SACCO through pre-emptive planning and Organizing systems for efficient and effective business operations.
- Participate in Development & Review of ICT Policies.
- Assist in Execution and Communication, disaster mitigation and recovery plans in case of system failure/malfunction in order to ensure business continuity.
- Assist in installation of enhancements and operating procedures that optimize network availability and reliability once recommended by the Management and Supervisor.
- Enforce staff compliance with ICT policy and other departmental laid down procedures.
- Assist in managing all the bank agency services of the SACCO by ensuring that there is adequate uptime in the back-office link.
- In collaboration with the Sacco Management, assist in Supervision of the overall planning and scheduling of ICT projects as well as advising the Society on any external technology projects and acquisition of ICT equipment.
- Guaranteeing data security by ensuring availability, continuity and security of data
- Ensure frequent maintenance of ICT infrastructure that includes computers and its accessories.
- Provide support in the installation and configuration of computer hardware, operating systems and applications and in monitoring computer systems, networks and troubleshoot any issues that may arise.
- Prepare periodical reports on ICT infrastructure to aid in decision making by the management.
- Support in the roll-out of new ICT applications and systems within the Sacco.
- Assist in setting up new users' accounts and profiles and deal with password issues in case of any

- Assist in carrying out testing and evaluation of new technology and determine loopholes that may cost the Sacco
- Liaise with all departments to performing backups and recovery of all data.
- To install, configure, and upgrade operating systems and software, using SASRA standards and administrative packages, including security software.
- To install, assemble, and configure computers, monitors, network infrastructure, and peripherals.
- Acts as a technical resource in assisting users to resolve problems with equipment and data.
- Assist by ensuring that the society reporting standards have complied without any delay.
- Maintains current knowledge of hardware, software systems, network technology and recommends modifications as necessary.
- Updating and monitoring security patches in the operating systems and office applications.
- Managing the servers to ensure integrity in the operating systems and a virus-free environment.
- Ensure proper use and maintenance of all computers and accessories.
- Implementing in-house ICT systems in liaison with user departments.
- Participating in the training of staff in the ICT department and in other departments.
- Point of correspondence with ICT systems vendors.
- Adviser of the board on the ICT changes and happenings.
- Resolution of customer complaints pertaining to ICT.
- System user administration and maintenance.
- Management of e-channels i.e. Mpesa, mobile banking, Saccolink, and portal
- Management of the Sacco website and social media pages in liaison with the marketing department

MINIMUM QUALIFICATIONS AND SKILLS

Academic & Professional Qualifications/Memberships to professional bodies:

- Degree or Diploma in Computer Science, Business Information Technology or Information Technology or equivalent
- At least 3-year experience in financial industry/Sacco will be an added advantage
- Experience with automation software and Solid networking knowledge
- Professional certification in ICT fields (Cisco, CISM, CISA, or similar certification) will be an added advantage

HOW TO APPLY

If you meet the above qualifications and are passionate about delivering high quality financial services, send your CV, Cover letter and relevant documents to recruit@setyonsacco.co.ke Apply By 5th December ,2024

Setyon Sacco Limited is an equal opportunity employer.

Only shortlisted candidates will be contacted!