



Job Description – Lycée Français Denis Diderot

SENIOR IT SUPPORT SPECIALIST

JOB IDENTITY

JOB TITLE	SENIOR IT SUPPORT SPECIALIST
PLACE OF WORK	Lycée Français Denis Diderot – Nairobi – KENYA
MONTHLY WORKLOAD	Full time 39 hours per week
MONTHLY REMUNERATION	OFF GRID CONTRACT TRAINEE
STARTING DATE OF THE JOB	GRILL I STEP 3
CATEGORY	Administrative
HIERARCHICAL LINK	Under the direct responsibility of the Director of Administration and Finance

MISSIONS and ACTIVITIES of the position

MISSIONS	This role will provide day-to-day support in specifying, building, maintaining and supporting the organization's technical infrastructure. This position is focused on the transformation of the current systems and processes within the school direction to achieve the next levels of excellence.
FUNCTION	<ul style="list-style-type: none">• Support the organization's network infrastructure and services like the LAN, WAN print services and email.• Assist in administering and maintaining user mailboxes and distribution groups.• Domain services administration in consultation with the Systems Administrator• Manage the installation of new versions of the systems and troubleshoot ad-hoc user problems• Provide ICT related support and guidance to staff members• Conduct and supervise ICT preventive maintenance activities.• Installing, configuring, upgrading and repairing PC hardware and software• Conduct periodic backups of the identified information systems.• Participate and assist in the organization of ICT related training for the staff• Logging of incidents in an accurate and informative manner as and when they occur.• Work with various functional heads in supporting and developing identified business essential technologies.• Perform security vulnerability checks against organization systems and carrying out remediation tasks.• Conducting security audits and making policy recommendations.• Create and maintain an ICT configuration database for both hardware and software.



	<ul style="list-style-type: none">• In coordination with IT Administrator, ensure critical data is being backed up• Assist in daily monitoring of ICT systems and respond quickly to any service or security concerns.• Perform other duties and special projects as assigned.• Keep abreast of technological developments, current initiatives and changes in ICT and appraise the management accordingly.
TRAINING & EXPERIENCE REQUIRED	<ul style="list-style-type: none">• Bachelor's degree in Computer Science, Management Information Systems, Information Technology, or any other related field.• Have 5 years year working experience in Windows operating systems in a busy environment• Website frontend and backend development and maintenance knowledge will be a plus
REQUIRED SKILLS	<ul style="list-style-type: none">• Have experience working in schools.• Working knowledge of virtualization, VMWare, or equivalent• Strong knowledge of systems and networking software, hardware, and networking protocols• French speaker will be a plus• Working with network security equipment
REQUIRED QUALITIES	<ul style="list-style-type: none">• Ability to secure installations• Be proactive with good analytical and problem-solving skills• Ability to pay attention to details• Ability to prioritize competing work commitments and deliver on time• High levels of integrity• Ability to work under minimum supervision