

## **CAREER OPPORTUNITY: ICT SUPPORT ASSISTANT**

Qona Sacco is seeking to recruit a highly motivated and competent **ICT Support Administrator** to join our team.

The successful candidate will be responsible for providing technical support to users, responding to daily ICT inquiries, and ensuring the smooth operation of the Sacco's ICT infrastructure.

### **Key Responsibilities**

#### **ICT Operations and User Support**

- Install, configure, and maintain computer hardware, software, operating systems, networks, printers, and scanners.
- Monitor and maintain computer systems, networks, and related infrastructure.
- Respond promptly and effectively to service requests and technical issues.
- Provide technical support to staff both remotely and in person.
- Create and manage user accounts and access rights.
- Troubleshoot, repair, and replace ICT equipment as required.
- Test and evaluate new technologies and solutions to improve operational efficiency.

#### **ICT Service Enhancement**

- Support the training of staff on ICT systems and applications.
- Uphold and continuously enhance information security practices and controls.
- Develop and implement ICT communication and awareness initiatives as required.

#### **Customer Service**

- Ensure efficient flow of information to and from members and other stakeholders.
- Respond to routine member inquiries through phone calls and emails.
- Direct member and stakeholder queries to relevant officers and ensure timely feedback.
- Promote and uphold the Sacco's core values of **Authenticity, Disruption, Presence, and Progression**.

## **Qualifications and Experience**

- Bachelor's degree in information technology, Computer Science, Information and Communication Technology, or a related field.
- Minimum of two (2) years' relevant work experience in ICT support or systems administration.
- Strong troubleshooting and problem-solving skills.
- Excellent communication and interpersonal skills.
- Knowledge of information security best practices will be an added advantage.

### **How to Apply:**

Candidates who meet the minimum requirements to fill attached link

**<https://forms.office.com/r/bfLPdHsYfG>** and send your application with a detailed curriculum vitae including three referees to [careers@qonasacco.com](mailto:careers@qonasacco.com) by **26<sup>th</sup> May 2026**.

***Due to the numerous numbers of applications received, only short-listed candidates will be contacted.***