

Job description

Job details	
Job title: Information Technology (IT) Assistant	Line Manager title: IT Officer
Grade:	Direct reports:
Department: Information Technology (IT)	Location: Eldoret
Job summary	
To provide first-line technical support, routine maintenance, and user enablement across the Company's IT environment including end-user devices, network connectivity, printers/scanners, ERP and business applications, and collaboration tools. The role ensures incidents are resolved promptly, assets are well-managed, and IT controls are upheld in line with Company policies, cybersecurity hygiene, and the Data Protection Act (Kenya). The IC Assistant underpins production uptime by supporting shop-floor users and systems across shifts.	
Roles and responsibilities	
1. Service Desk & User Support • Provide Tier-1 helpdesk support (in person, phone, tickets) for hardware, software, and connectivity issues; escalate complex issues to the IT Officer/Manager. • Install, configure, and troubleshoot desktops/laptops, printers, mobile devices, and approved applications (email, office suite, collaboration tools). • Support users with ERP login/access, basic navigation, and password resets per access-control procedures.	
2. Endpoint, Peripherals & Software • Perform device imaging, antivirus/EDR checks, updates/patches, and routine health checks. • Set up and maintain printers, labelers, barcode scanners, handhelds, and production-floor terminals/HMIs. • Maintain standard software catalog; ensure license use aligns with entitlements.	
3. Network & Connectivity Support • Conduct first-level checks on switches, Wi-Fi access points, cabling, and patching; log faults and assist vendors/ senior IT staff during fixes. • Monitor network availability on production lines and administrative blocks; promptly report degradations.	
4. Account Administration & Security Hygiene • Create/disable user accounts as instructed, apply role-based permissions, and enforce MFA, password, and data-handling policies. • Execute basic security tasks (USB controls, email quarantine review under guidance, phishing reporting). • Support IT-led awareness campaigns on cyber hygiene and acceptable use.	
5. ERP & Business Applications (Basic Support) • Log ERP/application incidents; assist with first-line troubleshooting (navigation, data entry issues, printers/forms). • Support data quality routines (e.g., master data checks under guidance) and end-user refresher tips.	

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6. Asset, Inventory & Documentation

- Maintain accurate IT asset registers (tagging, movement, disposal preparation) and consumables inventory.
- Keep tickets, SOPs, and knowledge-base articles up to date (how-to guides, FAQs).
- Assist with IT monthly reports (tickets, SLAs, asset status, incidents).

7. Vendors, Projects & Operations Support

- Coordinate site access and escort for IT vendors; verify work completion and documentation.
- Support rollouts (new PCs, Wi-Fi APs, software updates), DR tests, and small IT improvements.
- Provide on-shift/after-hours support as scheduled to sustain production uptime.

8. Compliance, Safety & Continuous Improvement

- Adhere to IT policies (security, backup, acceptable use) and the Data Protection Act.
- Observe HSE rules on the production floor (PPE, cable management, electrical safety).
- Recommend simple automation/standardization ideas to reduce repeat incidents.

Academic and professional qualifications + Work experience

- Diploma in Information Technology, Computer Science, or related field (Bachelor's an added advantage).
- 1–2 years' hands-on IT support in a manufacturing or enterprise environment (internship/attachment counts).
- Basic knowledge of Windows OS, Office 365/Google Workspace, endpoint security, and LAN/Wi-Fi fundamentals.
- Exposure to ERP support, printers/barcode scanners, and IT ticketing tools is an advantage.
- Relevant entry certifications (CompTIA A+, N+, ITIL Foundation, Microsoft/Google Associate) are a plus.

Technical skills and behavioural competencies

- Technical Support & Troubleshooting - Solid Tier-1 diagnostics for devices, OS, printers, and common apps.
- Network & Systems Basics - Understanding of IP, DHCP/DNS, Wi-Fi, patching, and endpoint protection.
- ERP/Application Familiarity - Comfortable with basic ERP user support and printing/forms issues.
- Security & Data Protection - Applies access controls, MFA, safe-computing, and data-handling protocols.
- Customer Service Mindset - Patient, responsive, and solution-oriented with clear, respectful communication.
- Documentation & Follow-Through - Accurate ticket notes, KB updates, and asset records; closes the loop.
- Prioritisation & Teamwork - Manages multiple tickets; collaborates with IT Officer/Manager and vendors.
- Adaptability & Shift Support - Works under pressure, supports planned maintenance and shift coverage.

Sign off

Job holder name:	Signature: _____	Date: _____
Line Manager name:	Signature: _____	Date: _____
Counter-signing Quality Assuror (CQA) name:	Signature: _____	Date: _____