

Job description

Job details	
Job title: Information Technology (IT) Officer	Line Manager title: Information Technology (IT) Manager
Grade:	Direct reports: IT Assistant
Department: Information Technology (IT)	Location: Eldoret
Job summary	
To provide technical support, maintenance, and administration of the Company's IT systems, infrastructure, and user services. The position ensures network reliability, hardware and software functionality, and user support across all departments, contributing to seamless operations in both office and production environments. The role supports the implementation of IT policies, cybersecurity controls, and digital transformation initiatives in line with the Company's IT strategy, ensuring compliance, efficiency, and data integrity across textile and garment operations.	
Roles and responsibilities	
1. Systems Administration & User Support • Provide first-line technical support to staff on hardware, software, and network-related issues. • Install, configure, and maintain desktop computers, printers, scanners, and other IT peripherals. • Manage user accounts, passwords, and access permissions in line with IT security protocols. • Maintain an IT helpdesk system, ensuring prompt issue resolution and user satisfaction. • Train users on basic IT tools, systems, and data security best practices. 2. Network & Infrastructure Management • Support setup, monitoring, and maintenance of LAN, WAN, Wi-Fi, and Internet connectivity across all facilities. • Troubleshoot connectivity and performance issues to ensure stable and secure communication channels. • Ensure all IT equipment is properly maintained, labeled, and inventoried. • Assist in implementing and maintaining backup and disaster recovery systems. • Support the maintenance of power backup systems (UPS, stabilizers) for IT equipment. 3. Systems & ERP Support • Assist in ERP and other enterprise system maintenance, configuration, and troubleshooting. • Support data entry integrity and reconciliation within ERP modules (finance, HR, procurement, production). • Liaise with external system vendors or developers to escalate and resolve application-related issues. • Provide support in generating standard system reports and analytics as required by departments. • Participate in user acceptance testing for new modules or upgrades. 4. IT Security & Compliance • Enforce IT security policies, including antivirus updates, system patching, and access control. • Monitor system activity to detect and prevent unauthorized access or data breaches. • Ensure compliance with Data Protection Act 2019, cybersecurity, and IT usage policies. • Maintain confidentiality of all data and system information. • Report security incidents and assist in mitigation or recovery procedures. 5. IT Asset & Vendor Management • Maintain an up-to-date IT asset register, tracking equipment movement and status. • Monitor software license validity, renewals, and compliance with licensing agreements. • Support procurement processes by providing technical specifications for IT equipment and services. • Liaise with service providers for repairs, maintenance, and connectivity support. • Ensure proper disposal of obsolete IT equipment in accordance with environmental and data security standards.	

6. Digital Transformation & Process Improvement

- Support automation and paperless process initiatives through digitisation of records and workflows.
- Assist in deploying productivity tools such as collaboration software, cloud storage, and digital dashboards.
- Identify recurring IT issues and recommend process improvements or training interventions.
- Participate in implementation of IT and digital innovation projects led by the IT Manager.

7. Documentation, Reporting & Coordination

- Maintain records of system configurations, service logs, and incident reports.
- Prepare periodic IT performance summaries and submit to the IT Manager.
- Assist in conducting internal IT audits, risk assessments, and compliance reviews.
- Coordinate with other departments to ensure ICT services align with operational needs.
- Support disaster recovery testing and documentation.

Academic and professional qualifications + Work experience

- Bachelor's degree or Diploma in Information Technology, Computer Science, Information Systems, or related discipline.
- Professional certifications such as CompTIA A+, N+, CCNA, MCSA, ITIL, or equivalent are an added advantage.
- Minimum of 4 years' experience in IT support, systems administration, or network management, preferably in a manufacturing or industrial setup.
- Proficiency in Windows and Linux environments, networking protocols, and ERP systems (SAP, Oracle, Microsoft Dynamics, etc.).
- Hands-on experience in hardware maintenance, software installation, and user support.
- Understanding of cybersecurity principles, data protection, and IT governance frameworks.
- Strong troubleshooting, documentation, and communication skills.

Technical skills and behavioural competencies

- Technical Proficiency - Skilled in hardware, software, and network troubleshooting.
- Systems Support - Ability to manage and support ERP, email, and enterprise applications.
- Cybersecurity Awareness - Understanding of information security principles and user compliance.
- Analytical Thinking - Systematic problem-solving and diagnostic approach.
- Customer Orientation - Service-minded and responsive to user needs.
- Attention to Detail - Accuracy in maintaining logs, asset records, and data integrity.
- Communication Skills - Clear, respectful communication with non-technical users.
- Team Collaboration - Works effectively with IT and cross-functional teams.
- Adaptability - Ability to prioritise under pressure and manage competing tasks.
- Integrity & Confidentiality - Maintains professionalism and discretion in handling sensitive information.

Sign off

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