

EASTERN PRODUCE KENYA LIMITED (EPK) is looking for a hardworking and result oriented individual to fill the following position:

POSITION: COMPUTER TECHNICIAN

The candidate will be based at our **Nandi Hills Office**. His or her main role will be to assist Systems Administrator in Nandi Hills in the day to day running and maintenance of IT systems and support to Nandi Hills EPK users

Main tasks include:

Hardware and Software support Install new hardware

- Strip replaced hardware of software and Company data
- Load the required software on new hardware
- Assign users to new hardware
- Monitor computer logs, investigate alerts, and respond to potential downtime alerts
- Service, maintain and repair hardware
- Upgrade hardware
- Ensure use of only approved/licenced software
- Install, configure and maintain the Operating system - Windows servers, work stations, data base, mail server, remote users' application, security software
- Install, configure and maintain the existing applications system – iScala ERP system, Harvest IT, Easyway, Weighbridge, Outgrowers, WCA, and Microsoft Office.
- Install, configure and maintain the Hardware – firewalls, routers, WiFi
- Assist with the evaluation of user requirements and determining best solutions.
- Provide IT system access rights to approved users
- Provide the required support to approved users and maintain a proper log/record
- Conduct the induction of new approved users ensuring they understand the IT policy
- Perform data back-ups, in line with disaster recovery procedures
- Update anti-virus software, service packs and Windows software patches

Networks support

- Assist with the designing of an appropriate network solution per site/office
- Install and maintain an approved network solution per site/office
- Assign computers to the appropriate LAN/WAN
- Assist in liaising with WAN service providers to ensure high availability

Reporting

- Compile the IT Support log and report on incidents of technical faults or system failure
- Compile Back-up Register
- Generate and submit to management specific Management Reports, including made tea, cost comparison, stock comparison
- Liaise with third party providers/suppliers to ensure satisfactory service

Compliance

- Update licenses and ensure valid software is loaded
- Provide technical support on non-IT queries, e.g. PBX, power supply, photocopiers scanners etc
- Carry out any other duties that may be assigned from time to time

Minimum Qualifications and Experience

- Hold a Degree in IT, Computer Science or an equivalent
- Hold an A+ certification or an equivalent
- Have knowledge of IT Concepts Practices ,and procedures
- Have a minimum of 3 years' experience in Computer hardware repair, routine preventive maintenance and operating system installation and troubleshooting.
- Have excellent interpersonal skills.
- Have a high level of integrity and confidentiality.

If you meet the above requirements, please send your CV, cover letter and relevant certificates to the below email address by **4pm** on **7th December 2018**.

Recruitment@easternproduce.co.ke

Please note that only shortlisted candidates will be contacted.