



Job Description

JOB DETAILS

JOB TITLE	:	MS Technical Specialist
REPORTS TO	:	Operations Manager
DIVISION	:	IT
LOCATION	:	Kenya - Nairobi
DATE	:	
GRADE	:	

JOB PURPOSE

To act as a highly skilled technical resource in an environment dominated by Microsoft products, and high end computing equipment.

DUTIES / RESPONSIBILITIES

1. Implementation of new networks and Server components as per the approved Group IT architecture across the business of Q-Venture
2. Maintenance of servers & act as backup for network infrastructure
3. Performance and utilization of all equipment and related systems
4. Design new & existing solutions
5. Offer assistance to support Engineers
6. Troubleshooting data centre environment issues
7. Hardware upgrades (including supplier liaison)
8. Operational activities and duties as directed



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EDUCATION, EXPERIENCE, KNOWLEDGE & SKILLS

1. **EDUCATION:** Microsoft Technical qualification or equivalent experience
2. **EXPERIENCE:**
 - Minimum last 5 years working experience with various Microsoft Server technologies
3. **KNOWLEDGE:**
 - Windows server
 - SQL server
 - Real-time monitoring and periodic disaster recovery testing of systems
 - Trouble shooting technical server related IT problems
 - Complete Microsoft Hosted Messaging and Collaboration 4.5 (HMC) platform. Including Microsoft Exchange Server 2007 SP1, Office Communication Server 2007 and Windows SharePoint Services
 - Setting up and managing a virtual server environment (Hyper-V, vmWare)
 - Hardware experience (Dell Clusters, EMC, Brocade)
 - Networking experience (Cisco)
 - Management tools (Microsoft Systems Centre)
4. **SKILLS:**
 - Configuration.
 - Ability to predict and resolve potential problems prior to failure and to rapidly recover
 - Communication skills
 - Ability to cope well under pressure
 - Self-starter
 - Self-motivating & enthusiastic
 - Good listening skills
 - Passionate about technology
 - Professional and task focused



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JOB CHALLENGES / PROBLEM SOLVING

- Must be able to work in a stressful environment
- Be able to educate one-self on all company policies and procedures
- Gain all relevant product and service knowledge pertinent to Quintica on an ongoing basis
- Be able to work well as part of a dynamic team and company