

JOB DETAILS		
JOB TITLE	:	Network Technician
REPORTS TO	:	IT Manager
DIVISION	:	IT
LOCATION	:	Kenya - Nairobi
DATE	:	
GRADE	:	

JOB PURPOSE
To manage the network to ensure optimal functioning & service in order to provide maximum performance and availability for the users

DUTIES / RESPONSIBILITIES
1. Administering network infrastructure
2. Maintaining network infrastructure
3. Assist with administering and maintaining corporate WAN
4. Administer and maintain the telephone system
5. Install new hardware, systems, software & networks
6. Supports administration of servers
7. Manage back-up and restore protocol
8. Monitor system performance
9. Manage user accounts, permissions, email, anti-virus, anti-spam
10. Oversee network security
11. Minimize network down-time
12. Troubleshooting: diagnose and resolve problems
13. Ensure the most cost-effective and efficient use of servers
14. Ensure that all IT equipment complies with industry standards
15. Managing the website & monitor the use of the web by employees

EDUCATION, EXPERIENCE, KNOWLEDGE & SKILLS

1. **EDUCATION:** Cisco & Firewall Certification, Software Engineering, CCNA, CCNP, CNE, Computer Science, Information Technology or similar.
2. **EXPERIENCE:** Last 3 to 5 years working experience as a Senior Network Technician
3. **KNOWLEDGE:**
 - Cisco
 - Firewall
 - Servers
 - LAN
 - WAN
 - Hubs
 - Switches
 - Microsoft
4. **SKILLS:**
 - Excellent communication skills
 - Attention to detail
 - Multitasking
 - Analytical
 - Problem solving skills
 - Team working skills
 - Organisation skills

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