

### **JUNIOR IT OFFICER.**

Junior IT Officer will provide first-line technical support to staff, assisting with hardware, software, and network-related issues. The role will support the IT Officer in maintaining smooth IT operations and help end users resolve routine technical problems promptly.

#### **Key Responsibility**

- Provide first-level support for staff on IT-related issues (hardware, software, and networking).
- Assist in installing and configuring computer hardware, operating systems, and applications.
- Support user account creation, password resets, and access rights management.
- Monitor and maintain computer systems and basic network functions.
- Log, track, and follow up on IT support requests, escalating where necessary.
- Assist in troubleshooting basic hardware/software problems and replacing parts when required.
- Support the rollout of new applications and updates.
- Maintain proper documentation of IT procedures and incidents.
- Ensure compliance with IT policies, security protocols, and data protection guidelines.
- Perform routine checks on IT equipment, including safety checks.
- Any work related activity assigned from time to time

#### **Key Qualification, Experience, Skills**

##### **Minimum Requirements:**

- a. Diploma or Bachelor's Degree in IT, Computer Science, or related field.
- b. 1–2 years' experience in an IT support role (internship acceptable).
- c. Basic knowledge of ERP systems (exposure to SAP is an advantage).
- d. Understanding of computer operating systems, Microsoft Office Suite, and common applications
- e. Awareness of IT security and data protection standards.
- f. Familiarity with cloud-based tools and mobile technologies.

#### **Key Attributes/ Competencies:**

- a) Good customer service
- b) Ability to multitask and manage time effectively.
- c) problem-solving and analytical skills.
- d) Team player with a proactive attitude.

Candidate meeting the above requirement are requested to submit their current CV's and application through [hc.ke@samakgro.com](mailto:hc.ke@samakgro.com) stating the subject heading **JUNIOR IT OFFICER** by **10<sup>th</sup> October 2025**.

**Only shortlisted Candidates will be contacted.**