



## **INTERNAL VACANCY ANNOUNCEMENT**

Embu Water and Sanitation Company LTD, a public water utility company fully owned by the County Government of Embu and with a mandate to provide water and sanitation services in Embu County is seeking to recruit self-driven individuals for the positions: - **Job Group 7**

**Reference: Ewasco/Hr/2021(11) - Assistant ICT Officer (User Support) – Job 1 Positions**

**(I Year Fixed Contract)**

### **(A) Key Responsibilities**

1. Log in user issues to ensure timely follow-up and resolve.
2. Ensuring adequate support to users on desktop hardware, network printers, software, Windows Operating Systems and office telecom issues.
3. Escalating user issues to the System Administrator when unable to resolve.
4. Supporting users in installation, un-installation and support of hardware and printers to users.
5. Maintaining a register of equipment as allocated to each user and carry out periodic inventories of the same.
6. Maintaining and updating hardware, software and other records for IT department, both physical and computerized.
7. Assisting in conducting basic user training.
8. Facilitating maintenance of software and maintenance as required.
9. Preparing and submitting timely reports and information for decision making
10. Continuous professional development to keep up with current industry trends.
11. Any other duties as may be assigned.

### **(B) Knowledge, Skills and Experience Required**

#### **Key Qualifications and Experience**

1. Bachelor's degree in IT, Computer science or equivalent with 1 year experience or
2. Higher National Diploma in IT, Computer science or equivalent with 3 years' experience at supervisory level or
3. Relevant Diploma with 5 years' experience at supervisory level
4. Registered with a relevant Professional Body will be an added advantage
5. Compliance with Chapter six of the Constitution

#### **Key Skills**

1. Communication and interpersonal relations
2. Analytical Skills.
3. Planning and organization
4. problem solving

**Attributes**

1. Team work
2. High level of Integrity
3. Patience and Professionalism
4. Time management
5. customer focus

**APPLICATION INSTRUCTIONS**

Application packages in sealed envelopes which include a Cover Letter, updated CV and certified copies of certificates and testimonials should be delivered to: -

**The Managing Director  
Embu Water and Sanitation Company Limited  
EWASCO House, Off Meru-Embu Road  
P.O BOX 2142,60100  
EMBU**

**Note:**

- The positions are open **ONLY** to internal candidates already working in EWASCO on contracts, casuals and those whose contracts have expired in the last 1 month.
- The Vacancy number should be clearly marked on the left top corner of the outer envelope of the application package
- Copies of all certificates should be **CERTIFIED** by the Issuing Institutions
- Only shortlisted candidates will be contacted
- Canvassing in any way will lead to automatic disqualification

**CLOSING DATE: 13<sup>th</sup> August 2021, 17:00 Hours**