



1 in 4 people do not have access to electricity

We are an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, disability status, protected

JOB DESCRIPTION: IT INFRASTRUCTURE AND OPERATIONS MANAGER

Job Location: Nairobi - Kenya
Reporting to: Head of Service Management and Operations
Secondary reporting: Country GM

Position Description

The incumbent will be responsible for the support and operations of all in-country IT infrastructure and applications.

R&Rs

- Implement policies/standards to improve the quality and efficiency of support services based on ITIL methodology
- Provides technical support and guidance to Business Service Desk staff.
- Provides ITIL Service disciplines, covering Incident, Problem and Change Management.
- Desk side support of users and Responsible for day-to-day system administration, including management of internal network, VPN, Active Directory (AD) and system backups.
- Responsible for management of the rollout and support of desktop devices, including laptops and printers, and productivity tools such as G Suite, Outlook and MS Office.
- Manage, monitor and maintain the operationalized PAYG infrastructure in the OpCo
- Maintain the network infrastructure in the VI market: WAN and LAN
- Set-up and maintain locally hosted servers in the VI market that run various business services.
- Set-up and maintain robust monitoring/access control and maintenance of UPS, A/C systems
- Perform, document and recommend improvements after network vulnerability tests
- Perform, document and recommend improvements after cloud/application/web vulnerability tests
- Document learnings, processes, self-service guides and associated remedies to common faults for IT library



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Desired Experience

- Bachelor of Science Degree in Engineering, Computer Science, IT, Telecommunications or related field
- 5 years' experience with Networking Protocols, Server Administration and Cloud Infrastructure
- Certifications in ITIL, ITSM or related process standard

Knowledge and Skills

- Good understanding of current IT security and Data protection standards
- Good understanding of Cloud and mobile technology
- Work under minimal supervision and motivated for on call duties
- Pursues self-development through coursework, conferences and higher levels of learning

How to Apply

Candidates who meet the requirements should submit their CV and cover letter to:

recruitment.kenya@dlight.com before 31st October 2019.

About d.light

Founded in 2007 as a for-profit social enterprise, d.light manufactures and distributes award-winning solar products designed to serve the more than 2 billion people globally without access to reliable electricity. With operations across Africa, Asia and the Americas, d.light has impacted close to 100 million lives with its products and solar solutions. For more information, visit www.dlight.com

