



Asili Complex, River Road, 1<sup>st</sup> Floor  
P.O Box 15825- 00100,  
Nairobi. Cell 0713 112 791

**Job Description:** Assistant ICT Manager.

**Reports to:** ICT Manager.

### **Overall Purpose of the Job.**

The ICT Assistant Manager will support the ICT Manager in planning, implementing, maintaining, and securing the Bank's Information and Communication Technology infrastructure. The role ensures optimal performance, availability, integrity, and security of ICT systems, networks, applications, and data in line with the Bank's operational requirements and regulatory standards. The position also provides technical leadership in ICT operations, infrastructure management, cybersecurity monitoring, and user support to ensure continuous availability of banking services.

### **Key Duties and Responsibilities.**

#### **1. ICT Infrastructure and Systems Management.**

- Assist in the management, configuration, and maintenance of the Bank's ICT infrastructure including servers, networks, storage, and end-user devices.
- Support installation, configuration, and administration of operating systems, enterprise applications, and banking systems.
- Manage and maintain the Bank's Local Area Network (LAN), Wide Area Network (WAN), and internet connectivity.
- Ensure availability, reliability, and performance of all servers hosting banking systems, email services, databases, and web applications.
- Perform routine system monitoring to verify the integrity and availability of ICT infrastructure.
- Apply operating system patches, upgrades, and firmware updates to ensure systems remain secure and updated.

#### **2. Information Security and Risk Management.**

- Assist in enforcing ICT security policies, procedures, and controls across the Bank.
- Monitor systems for security vulnerabilities, unauthorized access attempts, and potential cyber threats.
- Implement security best practices including endpoint protection, firewall management, and access control mechanisms.
- Manage user access rights and permissions in accordance with the Bank's ICT access control policies.
- Assist in conducting periodic ICT risk assessments and security audits.
- Support the implementation of regulatory ICT security requirements applicable to financial institutions.

### **3. Data Management, Backup and Disaster Recovery.**

- Ensure regular backup of critical banking systems and data.
- Monitor and verify successful completion of scheduled backups.
- Assist in the maintenance and testing of the Bank's Disaster Recovery and Business Continuity procedures.
- Support restoration of systems and data in the event of failures or incidents.
- Maintain documentation of backup and recovery procedures.

### **4. Systems Administration.**

- Administer and maintain enterprise systems including Active Directory, email systems, and other ICT services.
- Create, modify, and deactivate user accounts in line with approved policies and procedures.
- Manage system performance tuning, hardware upgrades, and capacity optimization.
- Maintain and administer the Bank's intranet and internal ICT platforms.
- Ensure efficient operation of the Bank's data center facilities.
- 5. User Support and ICT Service Delivery
- Provide second-level technical support to users across the Bank.
- Diagnose and resolve hardware, software, and network-related issues.
- Coordinate resolution of ICT incidents and service requests in a timely manner.
- Support end users through system troubleshooting, configuration, and training.
- Conduct periodic user awareness and training on ICT systems and cybersecurity.

### **6. ICT Documentation and Reporting.**

- Develop and maintain ICT operational documentation, procedures, and configuration records.
- Maintain ICT asset inventories and system documentation.
- Prepare periodic ICT reports on system performance, incidents, security events, and service availability.
- Support the ICT Manager in preparing reports for senior management and the Board.

### **7. Supervision and Team Support.**

- Supervise ICT Assistants and assign technical tasks where applicable.
- Provide guidance and mentorship to junior ICT staff.
- Support coordination of ICT vendors and service providers.

### **8. Other Responsibilities.**

- Participate in ICT projects including system implementations, upgrades, and integrations.
- Assist in evaluation and adoption of emerging technologies that improve banking services.
- Perform any other ICT-related duties assigned by the ICT Manager.

## **Qualifications and Experience.**

### **Academic Qualifications.**

- Bachelor's Degree in Information Technology, Computer Science, Information Systems, or a related field from a recognized institution.

### **Professional Certifications (Added Advantage)**

- ITIL Certification
- Certified Information Systems Auditor (CISA)
- Certified Ethical Hacker (CEH)
- Microsoft, CCNA, or Cybersecurity certifications.

### **Experience.**

- At least 2–3 years' experience in ICT operations or systems administration, preferably within the banking or financial services sector.

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### **Key Competencies.**

- Strong knowledge of network administration and server management
- Understanding of cybersecurity practices and ICT risk management
- Experience with Active Directory and enterprise systems
- Strong problem-solving and analytical skills
- Ability to work under pressure and manage multiple priorities
- Good communication and interpersonal skills
- High level of integrity and confidentiality

### **Application Procedure.**

1. Applicants are requested to submit cover letter and professional certificate as **ONE PDF document** to [hr@uni-microfinance.co.ke](mailto:hr@uni-microfinance.co.ke) and not later than 27<sup>th</sup> April 2026.
2. To indicate the position applied on the subject, "**ASSISTANT ICT MANAGER POSITION**"
3. Please indicate expected monthly salary in Kenya Shillings.