



INFRASTRUCTURE AND APPLICATIONS SPECIALIST

Serena Hotels operates 22 up-market hotels, safari lodges, camps and resorts across six countries in Africa. We are seeking for a highly motivated and results oriented Infrastructure and Applications Specialist to join our dynamic ICT team. The role is based at the Regional Support Center in Nairobi, Kenya.

THE ROLE

Reporting to the Group IT Manager, the role will manage and optimise Serena Hotels' Microsoft 365 environment and Azure cloud infrastructure.

The resource will also support the full project lifecycle of key business applications, from needs assessment and solution selection through implementation, integration, adoption and continuous improvement.

KEY RESPONSIBILITIES

Microsoft 365 environment and Azure cloud infrastructure

- Administer Microsoft 365 users, escalated support cases, AD sync issues, management reports, licences, permissions, security settings, policies and configurations in line with approved access controls.
- Conduct regular reviews of privileged access, user rights, data protection, platform health and compliance with ICT policies and guidelines.
- Manage, monitor and optimise Azure infrastructure and central cloud services for availability, performance, security and business continuity.
- Provide technical support to the regional IT teams, and coordinate with Microsoft partners and cloud service providers when required.
- Assess available Microsoft 365 and Azure capabilities and drive effective adoption and optimization of functions and features that will drive productivity and efficiency.

Business Applications and Project Delivery

- Work with system owners and stakeholders to define business needs, processes and technical requirements.
- Research and assess suitable solutions, conduct due diligence and proof-of-value exercises, and evaluate integration with existing systems.
- Prepare project costs, business cases, implementation plans and management recommendations.
- Coordinate with vendors and internal stakeholders through implementation, testing, deployment, training and post-implementation support.
- Conduct post-implementation reviews to confirm that business requirements are met and systems are used effectively.
- Administer and optimise business applications, including configuration, upgrades, troubleshooting, integration, performance monitoring and data integrity.

User Support, Improvement and Reporting

- Provide second-line support for cloud services and business applications, escalating issues to vendors where necessary.
- Develop user guides, system documentation and training materials, and deliver user and administrator training.



- Analyse business processes and recommend technology-enabled improvements that increase efficiency, productivity and service quality.
- Produce relevant reports and dashboards, identify trends and risks, and provide practical recommendations to Management.
- Maintain current knowledge of cloud technologies, cyber security, business applications and industry good practice.

QUALIFICATIONS AND EXPERIENCE

- Bachelor's degree in information technology, Computer Science or a related field.
- Minimum three years' experience implementing and supporting business applications.
- Advanced working knowledge of Microsoft Azure Infrastructure as a Service (IaaS) and Microsoft 365 administration.
- Hands-on experience with Sophos firewalls will be an advantage.
- Practical experience in identity and access management, security controls, user and licence administration, monitoring and optimisation.
- Experience in application implementation, systems integration, data management and vendor coordination.
- Project management experience or a relevant professional certification will be an advantage.

CORE COMPETENCIES

✓ Analytical thinking and problem-solving skills	✓ Clear communication and stakeholder engagement
✓ Understanding of business processes and workflows	✓ Strong documentation and knowledge-transfer skills
✓ Ability to prioritise and perform under pressure	✓ Energetic, enthusiastic and team player
✓ Attention to security, control and data integrity	✓ Delivery focus and sound project management skills

HOW TO APPLY:

If you believe you have the required qualifications and experience, Send your detailed CV, names and addresses of three referees and telephone contacts to

jobvacancy.kenya@serenahotels.com

subject: **Infrastructure and Applications Specialist**

Closing date: **9th October 2026**