## VACANCY- IT SERVICE SPECIALIST – SERENA HOTELS KENYA

Tourism Promotion Services (TPS), Serena Hotels is a collection of 22 up-market hotels, safari lodges, camps and resorts within 7 Countries in the Eastern Africa region (Kenya, Tanzania, Zanzibar, Mozambique, Uganda, Rwanda, DR Congo).

We are renowned for our presence in magical locations and have the highest reputation for standards and service. We at Serena recognize that human resources are our most important asset, and significant resources are allocated annually towards staff development.

We are currently seeking a highly skilled and passionate individual for the position of **IT Services Specialist – Serena Hotels Kenya** whose responsibilities will be as outlined below: -

**Key Job Purpose**
Under the direction of the Country IT Manager, the IT Services Specialist is responsible for the provision of first-line ICT support to fellow Associates and hotel/safari lodge guests, including ensuring the optimum and efficient utilization of IT resources, with minimization of downtime to maximize user output and achieve organizational goals. The scope of work entails wall Information, Communication and Technology infrastructure, hardware, and software systems in use by Serena Hotels within the sites under mandate.

**Key responsibilities:**
Reporting to the to the Country IT Manager, responsibilities and essential job functions include but are not limited to the following:

- To provide user support in the use of hardware and software, including Guests' ICT services.
- To ensure the smooth operation of all ICT equipment within scope.
- To ensure data integrity, data security and proper data organization on all user workstations.
- The upkeep, maintenance and security of IT equipment including management of anti-virus software on computer workstations.
- To ensure the availability of comprehensive and updated documentation concerning equipment under scope.
- Troubleshooting of all user hardware and software problems on workstations and peripherals.
- Installation of software on workstations and configuring them to the network as per ICT policy.
- Configuration and deployment of ICT Hardware including Computer Networks devices.
- Assist in the enhancement of ICT Systems and the optimal application of existing systems by helping user departments identify systems improvement and enhancement needs.

- Assist in ensuring optimum user skills by identifying users training gaps and conducting and coordinating training on user applications.
- Assist in ensuring Data Backup procedures as per ICT policy.
- Work travel on short notice to remote sites to execute ICT technical duties as might be required from time to time.

**Qualifications**:

- Bachelor's degree in computer science, Information Technology, or closely related discipline
- 1 to 2 years' experience in a similar position
- Working knowledge of Computer Networks
- Proficiency in Microsoft Office, with excellent knowledge of Microsoft Excel
- Excellent verbal, written and interpersonal skills
- Analytic, Troubleshooting, and Training skills
- Proven leadership skills
- Self-motivated and a good team player
- Ability to work under pressure

If you believe that you have the required qualifications and experience, please apply in confidence by **14th April 2025**, enclosing a detailed CV, names and addresses of three referees and your telephone contact to **itvacancy@serenahotels.com**

Only successful applications will be responded to.