

Balozi Regulated Non-WDT SACCO Society Ltd.



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Invest in Secure Hands

29th July 2026

VACANCY ANNOUNCEMENT

Balozi SACCO Ltd invites applications from suitably qualified, experienced, and self-motivated individuals for the position of **Assistant System Administrator**

Job Description

Job Title:	Assistant System Administrator
Reports to:	ICT Manager
Job Purpose	

The Assistant System Administrator will support the management, security, availability, and continuous improvement of the SACCO's ICT infrastructure and systems. The role is responsible for ensuring reliable ICT services, providing technical support to users, implementing technology solutions that enhance operational efficiency, and supporting the delivery of secure, innovative, and member-focused digital services.

Responsibilities

The successful candidate will be responsible for:

1. Installing, configuring, maintaining, and supporting the SACCO's ICT infrastructure, including servers, workstations, networks, databases, and communication systems.
2. Monitoring ICT systems to ensure continuous availability through preventive maintenance, proactive monitoring, and timely resolution of system failures.
3. Collaborating with system vendors to implement new technologies and business processes that improve operational efficiency
4. Coordinating the implementation of digital banking platforms, system upgrades, and other technology initiatives to enhance service delivery and member experience
5. Participating in the development, review, implementation, and continuous improvement of ICT policies, procedures, standards, and documentation.
6. Developing and maintaining user guides, system administration manuals, and ensuring system functional specifications and configuration parameters remain current.
7. Implementing system backup procedures and conducting scheduled recovery tests to support business continuity and disaster recovery
8. Performing data cleaning and validation exercises to ensure data accuracy, integrity, and consistency.

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9. Assisting in the preparation of the ICT budget and supporting ICT procurement processes.
 10. Maintaining an up-to-date inventory of ICT assets, software licenses, and system configuration records
 11. Recording, tracking, and documenting ICT incidents and recommending corrective and preventive measures
 12. Providing first- and second-level technical support to users and ensuring timely resolution of ICT incidents and service requests
 13. Conducting scheduled preventive maintenance of ICT hardware and software to optimize system performance.
 14. Planning and conducting ICT user training and awareness programmes to enhance effective use of technology.
 15. Coordinating and implementing SACCO's data protection programme and ensuring compliance with applicable data protection laws, policies, and procedures.
 16. Preparing and disseminating approved SACCO communications to members, vendors, and other stakeholders through official communication channels.
 17. Developing, maintaining, and regularly updating SACCO's website, digital content, social media platforms, newsletters, and promotional materials.
 18. Reviewing membership applications and creating mobile banking accounts in accordance with established procedures
 19. Performing any other duties that may be assigned from time to time by the supervisor
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Minimum Qualifications and experience

- Bachelor's degree in Information Technology, Computer Science, Information Systems, Software Engineering, or a related field from a recognized institution.
 - A minimum of two (2) years' relevant experience in ICT support, systems administration, or a similar role.
 - At least one (1) years' experience supporting Core Banking Systems or Enterprise Resource Planning (ERP) solutions (e.g., Microsoft Dynamics AV/Navision) within a SACCO, financial institution, or fintech environment.
 - Professional certifications such as Microsoft, Cisco, CompTIA, ITIL, VMware, Cybersecurity, Cloud Computing, or equivalent qualifications will be an added advantage.
 - Knowledge or experience in graphic design, digital content creation, or multimedia production will be an added advantage.
 - Knowledge of the Data Protection Act 2019 and experience supporting data protection compliance will be an added advantage.
 - Strong knowledge of current ICT trends, cybersecurity principles, and emerging technologies
 - Excellent analytical, troubleshooting, and problem-solving skills.
 - Strong interpersonal, communication, and customer service skills
 - High levels of professionalism, integrity, accountability, and confidentiality.
 - Ability to work independently and collaboratively within a team environment.
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Terms of Employment

The position is offered on terms and conditions of service applicable at **Balozi SACCO Ltd.**

How to Apply

Interested and qualified candidates are required to:

1. Fill the following mandatory form: <https://bit.ly/4wDV5YH>
2. Submit the documents below to vacancy@balozisacco.com with the subject line

Application – Assistant System Administrator.

- An application letter;
- A detailed and up-to-date Curriculum Vitae (CV);
- Copies of academic and professional certificates; and
- Any other relevant testimonials.

Application Deadline: 12th August 2026 at 5.00pm

Only shortlisted candidates will be contacted.

The successful candidate will be required to satisfy the requirements of **Chapter Six of the Constitution of Kenya, 2010**.

Balozi SACCO Ltd is an equal opportunity employer. Qualified candidates are encouraged to apply regardless of gender, age, disability, ethnicity, or religion. The SACCO is committed to promoting diversity, fairness, and inclusion in its recruitment and employment practices.