IT SHOP/CYBER ATTENDANT JOB ADVERT

Job Title: IT SHOP/CYBER ATTENDANT
Location: Nairobi, Kenya

ABOUT US

High Level IT Solutions is an IT Company based in Kilimani Nairobi, and provide Information Technology services and solutions. The company has an IT SHOP with a Cyber Internet Café that offers IT products sales and services as well as online services.

The company is currently working towards growing the business and would hereby want to recruit a serious, hardworking, dedicated, self-driven and industrious IT Shop & Cyber Attendant to bring in their expertise with a focus to achieve our goals and those of our clients as well as growing individual careers.

Our in-house services include:

√ IT Products sales & Services √ Cyber & Online Services √ Digital Marketing

√ Website Design & Development √ Website Hosting √ Search Engine Optimization √Content Creation among others

IT Shop / Cyber Attendant Duties & Responsibilities:

Printing documents | Branding documents | Customer service | Cleaning | Scanning documents | File returns | Online Services: e-Citizen, KRA, NTSA | Social Media Marketing

Job Description

- Assist customers with the use of computers, applications and internet and also offer them help and support when they encounter a problem while accessing websites, scanning, emailing, printing, downloading or uploading/attaching content.
- Provide excellent customer care and assist clients to complete forms and returns for KRA, NTSA, NHIF and other e-government services.
- Sell IT products like computers, computer accessories, stationery and other IT related goods and services while providing advice to customers on care and usage.
- Troubleshoot computers, printers/scanner and other hardware, devices, terminals, software and connectivity issues.
- Ensure compliance with Cyber policies and applicable laws and regulations in the use of computers and other devices and equipment.
- Track customers' time and charges at computer terminals and keep daily records.
- Keep the premises neat and tidy: clean computers, equipment, office, tables, shelves, etc.
- Perform online promotion of IT Products and Services.
- Monitor the running of the developed Clients websites
- Perform basic record keeping/book keeping

The IT Shop / Cyber Attendant will be required to have the following skills:

Technical Skills:

- Customer Service, Sales & Marketing skills
- Robust knowledge of Computer Software Applications i.e. Web browsers, Office Applications etc
- Computer & other Digital devices Networking skills
- Comprehensive knowledge and understanding of social media platforms including and not limited to Instagram, Whatsapp, Facebook, TikTok, Pinterest, YouTube and Twitter.
- Strong Verbal and Written Communication Skills
- Web Design skills will be an added advantage
- Ability to come up with creative designs & layouts that will be used to process professional & attractive documents

Personal Skills

- Strong organizational skills
- Attention to Detail
- Self-Motivated
- Innovative Problem-Solving Skills
- Fluently Speak English & Kiswahili
- Ready to learn new skills
- Time keeper and fast in task execution
- Honesty & Trustworthy
- Confident Team player, with the ability to work with others when necessary.
- Able to work under minimum or no supervision
- Ability to build and maintain client relationships. Ability to adjust quickly and learn independently.

Education:

- Diploma in Information Technology or Diploma in Sales & Marketing with IT skills
- Proven excellence in documents processing

How to apply

If you feel you are equal to the above task and the ability to perform these duties effectively and efficiently, send your application, a detailed CV and Academic Certificates via email: hr@itskenya.net

Address your application to:
The Human Resource Manager
High Level IT Solutions
Ngong Road/Ring Road Kilimani Junction
P.O. Box 62426-00200, Nairobi- Kenya.