OCTOBER 29, 2026

VACANCY FOR I.T. SYSTEMS SUPPORT ASSOCIATE

Employer: Central Depository & Settlement Corporation (CDSC) Limited.

CDSC is a limited liability Company approved by the Capital Markets Authority to provide automated clearing, delivery, and settlement services in respect of transactions carried out at the Nairobi Securities Exchange as well as holding of listed and non-listed securities, including other documents of title on behalf of investors.

The company is inviting applications for I.T. Systems Support Associate

No. of vacancies: One (1)

KEY RESPONSIBILITIES

IT Support

- Implement help desk tools /solutions in line with user requirements and develop necessary measures to prevent frequently occurring outages.
- Maintains incident /problem records, consolidate the same and prepare reports to support CDSC management in the decision making process.
- Manage desktop and configuration and ensure that employees with necessary authority/requirement are provided access to certain in line with CDSC IT policies, procedures and standards.
- Resolve end user issues related to hardware, network and communication systems and refer serious challenges/problems to superiors and obtain the necessary feedback on how to approach or solve critical issues.
- Provide training to users for existing and new applications.
- Initiate awareness on efficient and effective working ways for end users and on how end users can secure their systems.
- Enforce end user security measures such as password policies and provide training and initiate awareness on the same.
- Maintain an accurate, up-to-date hardware and software inventory of all physical and virtual servers, PCs, laptops, network equipment, and peripherals.
- Oversee IT asset lifecycle management, including tagging, issuance, routine maintenance, and secure decommissioning of equipment.
- Apply routine operating system patches, software updates, and endpoint security protection across all server and workstation environments.
- Ensure regular data backups for critical servers and systems are done, verifying backup integrity to support disaster recovery and business continuity plans.
- Coordinate with third-party vendors and service providers for hardware maintenance, warranty servicing, license renewals, and technical escalations.

- Assist internal and external auditors by providing required IT asset registers, system access logs, and compliance records.
- Monitor, configure, and troubleshoot network infrastructure, including LAN/WAN connectivity, routers, switches, and communication links.

IT procurement

- Monitor and track performance of the services provided by the unit and third party providers and address any under-performance that may result in failure to achieve the SLAs with the delivery teams. This includes the creation and monitoring of resolution action plans.

Library Management

- Collate and classify records, maintain provisions, process requests for information and archive records in line with CDSC's policy.
- Ensure records are destroyed securely in line with CDSC's policy and procedures.
- Maintain media and documentation library of software, data files, manuals and hardware inventory.

QUALIFICATIONS REQUIRED FOR THIS ROLE.

i. Knowledge, Skills, Qualifications and Experience required for this Role
ii. At least a Bachelor's degree in Information Technology
iii. At least 2 – 3 years of relevant experience
iv. Any relevant IT certifications (such as ITIL, Cisco, CompTIA, Microsoft, Linux)
v. Excellent knowledge of PC/LAN Operating systems, Microsoft Windows, Linux and networking fundamentals (TCP/IP, routing, switching, and firewall configuration)
vi. ICT security and protection systems.
vii. Knowledge Microsoft windows and network administration.

If you meet the above requirements, please click on the following link to apply.

VACANCY FOR I.T. SYSTEMS SUPPORT ASSOCIATE – Fill out form