# IT Infrastructure Analyst

JTL-MIS-IIA-05-25 | IT & Software | Contract | Posted on June 10th, 2025 | Expires on June 9th, 2025

We are looking to recruit an IT Infrastructure Analyst to work as part of the MIS function to manage and support IT Infrastructure operations to ensure the stable operation of JTL's IT infrastructure. In liaison with the Manager in charge of Infrastructure, the resource will be involved in developing, maintaining, supporting, and optimizing key functional infrastructure areas, particularly network infrastructure, server infrastructure, data communications, and telecommunications systems.

## IT INFRASTRUCTURE ANALYST JOB RESPONSIBILITIES

• Work closely with manager in charge of IT Infrastructure to manage and support JTL's IT Infrastructure environment

• Oversee the day-to-day operation of computer networks including hardware/software support, training, and special projects

• Plan, design and implement data connectivity for local area network (LAN) and wide area network (WAN) systems

• Assist in coordinating special projects including network related wiring plans, LAN/WAN hardware/software purchases, and system installation, backup, maintenance and problem solving

• Assist in providing network and remote connectivity hardware/software support

• Maintain LAN user documentation including hardware/software applications, support logs and other related information

• Research and recommend network hardware and software

• Assist in installing, designing, configuring, and maintaining system hardware and software

• Analyze and troubleshoot the network logs and tracks the nature and resolution of problems

• Monitor usage to ensure security of data and access privileges

• Research, analyze, monitor, troubleshoot and resolve server or data network problems

• Work closely with the other IT teams to ensure the MIS function is successful in its Services Delivery

• Develop, maintain and implement network support, and archiving procedures

• Research and evaluate new technologies related to computer networking & infrastructure

• Assist in planning, coordinating and consulting with vendors and clients for hardware/software purchases, product services and support.

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## QUALIFICATIONS FOR IT INFRASTRUCTURE ANALYST ROLE

• Bachelor of Science Degree in Computer Science from a recognized University

• At least 3-5 years of experience in a similar role managing infrastructure and network support

• Relevant industry-standard technical qualifications, such as Cisco Certified Network Associate (CCNA), CCIE or CCNP Certification is an advantage.

• Hands-on experience with VoIP systems such as Asterisk, FreePBX, Cisco Call Manager, or similar platforms.

• Knowledge of SIP, RTP, QoS, and VoIP troubleshooting tools such as Wireshark.

• Certification in VoIP technologies or related platforms will be an added advantage.

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Location: Nairobi

Department: MIS

Job Type: contract