

OFFICER, ENTERPRISE APPLICATIONS SUPPORT -OENANS09/2026

REPORTING TO: MANAGER, ENTERPRISE APPLICATIONS SUPPORT

Job Purpose: To ensure stability, availability, performance, and continuous improvement of the Bank's enterprise applications by providing first-level technical support, incident resolution, system monitoring, and user assistance. The role is responsible for maintaining optimal functionality of business-critical systems, coordinating issue resolution with internal stakeholders and vendors, supporting system enhancements, and ensuring compliance with regulatory, risk, and operational standards to enable efficient banking operations.

Key Responsibilities:

1. Application Support & Incident Management

- Provide support on the configuration of ICT network systems and ensure efficient performance and deployment of appropriate business and support services.
- Manage the performance monitoring of ICT resources and perform advanced diagnosis and resolution of network infrastructure, software and hardware faults.
- Troubleshoot system and network problems and diagnose and solve.
- Documenting ICT infrastructure and manages entire inventory.
- Provide support, including procedural documentation instructions to repair a network fault or set up a system.
- Support the roll-out of new applications.
- Provide technical support for people using the network and day to day administration and monitoring of network use.
- Provide up to date and consistently build specifications and documentation for the core IT infrastructure and IT security infrastructure.
- Participation as a key player in the setup of new branches by installing, configuring and supporting all newly installed network equipment.
- General technical support to all computer users, both in emergency and routine.
- Troubleshooting of all network issues to identify and resolve issues affecting users.
- Liaising with the IT Network Manager regarding any technical issues that affect operations at the branch and providing recommendations on how they should best be handled.
- Lead the establishment of the networking environment by designing system configuration, directing system installation, defining, documenting and enforcing system standards.
- Design and implement new solutions and improve resilience of the current environment.
- Maximize network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades and collaborating with network architects on network optimization.
- Undertake data network fault investigations in local and wide area environments.
- Securing network systems by establishing and enforcing policies and defining and monitoring access.
- Support and administer firewall environments in line with the Bank's IT Security policy.
- Report on network operational status by gathering and prioritizing information and managing projects.

- Upgrading data network equipment to the latest stable firmware releases.
- Remote support of on-site engineers and end users/customers during installation.
- Remote troubleshooting and fault finding if issues occur upon initial installation.
- Capacity management and audit of IP addressing and hosted devices within data centres

2. Network Security and Compliance

- Support the implementation of Next-Generation Firewalls, Intrusion Prevention Systems (IPS), and Secure Web Gateways.
- Manage the support and administration of Next-Generation Firewalls, Secure Web gateways and other network security devices
- Implement the secure remote user access and manage Virtual Private Networks (VPN) for secure remote work.
- Support the Implementation and secure partner connections and manage site to site partner vpns
- Assess network security risks, evaluate, recommend and implement as necessary.
- Support closure of audit findings within the network infrastructure

3. User Training

- Training of users where user knowledge / skills are deficient
- Providing IT training to branch ICT contacts as required on basic network configurations, and VOIP telephony issues.

Academic & Professional Qualifications

- Holder of bachelor's degree in Telecommunications, Computer Science or Information Technology related field.
- Professional technical qualifications such as CCNA
- Professional technical qualifications such as checkpoint certified security administrator (CCSA)

Experience Requirements

- 1–2 years of experience in IT networking and infrastructure,
- Advanced understanding of BGP, OSPF, MPLS, and VLANs for large-scale, complex, and high-availability LAN/WAN infrastructures.
- Knowledge of network technologies, including SD-Access and SD-WAN.
- Configuring and maintaining firewall appliances (e.g., Checkpoints & Cisco FTD) and VPN solutions to protect against threats.
- Threat Detection & Access Control: Experience with Intrusion Detection/Prevention Systems (IDS/IPS), network access control (NAC), and managing user access (RADIUS, TACACS+).
- Experience with IP Telephony and Unified Communications systems.

ALL applicants **MUST** apply online to email: recruitment@familybank.co.ke; closing date is **15th September 2026**. Canvassing will automatically disqualify the candidate. Only shortlisted candidates will be contacted.

“We are an equal opportunity employer”