



RUPSA REGULATED NWDT SACCO SOCIETY LTD

Tel: +254 717 604 010/+254 738 775 754

JOB DESCRIPTION: IT Intern

Position Title: IT Intern

Department: ICT

Reports To: ICT Manager/ Chief Executive Officer

Location: RUPSA SACCO SOCIETY LTD

1. Job Purpose

The IT Intern is responsible for supporting the SACCO's ICT department in maintaining computer systems, networks, banking applications, and user support services while gaining practical experience in information technology operations.

2. Key Responsibilities

- Provide first-level technical support to staff on hardware, software, and network-related issues.
- Install, configure, and maintain computers, printers, scanners, and other ICT equipment.
- Assist in managing and monitoring the SACCO's core banking systems, mobile banking, internet banking, and USSD platforms.
- Support user account management, password resets, and access control.
- Monitor network performance and report system issues promptly.
- Assist in data backup, recovery, and disaster recovery procedures.
- Maintain ICT asset inventories and update system documentation.
- Support cybersecurity initiatives, including antivirus updates and security awareness activities.
- Assist in software updates, patches, and system upgrades.
- Support ICT projects and digital transformation initiatives within the SACCO.
- Ensure compliance with ICT policies, procedures, and regulatory requirements.
- Perform any other ICT-related duties as assigned.

3. Qualifications, Skills and Competencies

- Diploma or Degree in IT, Computer Science or a related field.
- Basic knowledge of computer hardware, software, networking, and database systems.
- Understanding of Microsoft Windows and Microsoft Office applications.
- Knowledge of SACCO operations or financial systems will be an added advantage.
- Problem-solving and analytical thinking skills
- Good communication and teamwork abilities
- Attention to detail and high level of accuracy