

# Stephen Kyalo Mutie

P.O. Box 16228-00610, Nairobi.

TEI: 0729 226 252 / 0710 616 744

Email: [steven.kyalo@gmail.com](mailto:steven.kyalo@gmail.com)

**Marital Status:** Married

**Nationality:** Kenyan

## CAREER OBJECTIVE

ICT Officer with over 13 years of experience providing excellent end user ICT support on ICT infrastructure and services in learning institutions. Seeking to use my superb analytical, diagnostic skills, technical and management knowledge in supporting ICT infrastructure. Possesses an MSc. in Distributed Computing Technology, Bachelor of information communication technology, certification in Linux administration, HCIA-Routing & Switching and a Cisco Certified Network Associate.

## TECHNICAL SKILLS

- Proficient in Microsoft Office applications, Adobe PageMaker , Adobe reader
- Proficient in Microsoft Active Directory (Microsoft Windows Server 2003, 2008 and 2012)
- Proficient knowledge of common client operating systems; including MS Windows and Linux/Unix software
- Knowledge in Microsoft sql, my sql, HTML, XML, PHP, JavaScript
- Strong understanding of computer system security; Firewall, antiviruses, intrusion detection software
- Superb analytical, diagnostic skills and technical knowledge
- Familiarity with Samba, Web-mail, Apache, package management
- Familiarity with switch, router and wireless access point (Cisco and Huawei)
- Excellent communication skills, interpersonal and problem solving skills
- Self-motivated, result oriented and work under minimal supervision

## PROFESSIONAL EXPERIENCE

Period	Organization	Position	Department
March 2014 to Present	University of Nairobi	ICT Officer	ICT Centre

## DUTIES AND RESPONSIBILITIES

- Manage maintenance and operation of computer hardware and software including user support on ICT services over 6 campus of the university.
- Organizing and managing maintenance process from diagnosis to completion, while collaborating effectively with other ICT staffs, part and equipment vendors and client representatives
- Performing system administration on the organization server , active directory and domain
- Creating and maintaining user connectivity and creating user accounts based on organizations protocol and standards.
- Managing outsourced ICT service providers and ensuring that service delivery is done according to the Service Level Agreements (SLAs)
- Repairing and maintaining existing equipment such as desktop PCs, laptops, printers, Scanners, monitors, projectors, PS and other ICT equipment.
- Maintaining records on the repairs and maintenance of different ICT equipment and provides relevant reports and maintain inventory of supplies and equipment.
- Ensuring the functionality of conferencing equipment at the teaching halls, boardroom, and auditorium.
- Development of technical specifications for procurement of ICT related purchases, software and maintenance products & services.
- Maintaining documentation of changes regarding users, functions & systems
- Ensuring availability of computer systems and network infrastructure achieving 95 % on availability.
- Prepare departmental quarterly report on performance contract.
- To evaluate, test, advise, train and support I.T. related projects.
- Perform any other duties assigned by the ICT manager.

### **Key Projects/Achievements**

- Supported deployment of Network cabling infrastructure (LAN) at new council office along Ngong Road (2019).
- Project coordinator during deployment, installation of 160KvA UPS at ICT-C( 2018)
- Supported deployment of Network cabling infrastructure for wireless setup during the graduation ceremony and innovation week(2017)
- Supported Upgrading of LAN at Kenya science campus ( 2017)
- Project leader in evaluation operation of computer hardware and software, maintenance and recommending their upgrade at university health service(2017)
- Supported upgrade of Network cabling infrastructure at the corporate training lab(2016)
- Implementation of Microsoft Active Directory domain System for administering, storing information at various college within the university (2015)
- Part of the team involved in the upgrade of the University Fortigate Next Generation Perimeter Firewall (2015)

- Part of team coordinated installation, configuration, and commissioning of New 250KvA prime generator at the ICT Center(2014)
- Part of team coordinated installation of Floor Standing air conditioners at the ICT center( 2014)

<b>Period</b>	<b>Organization</b>	<b>Position</b>	<b>Department</b>
June 2009 to February 2014	Inoorero University	System Support Engineer	ICTS

### **DUTIES AND RESPONSIBILITIES**

- Installation, configuration and maintenance of network security tools e.g. firewall and anti-viruses.
- Installation, configuration and ensuring smooth running of the ERP system at client.
- Identifying, troubleshooting, solving and documenting network connectivity and performance issues
- Configuring, maintaining and upgrading network devices which includes switches, routers, firewalls and wireless access points.
- Server system administration; setting up user accounts, permissions, passwords and map drive (Window server 2003, 2008 and 2012)
- Assisted in planning, developing, installing, configuring, maintaining, supporting and optimizing all existing and new network hardware, software and communication links.
- Managing inventory of software licenses, software application, hardware components and IT supplies
- Configuring hardware and software, setting up peripherals such as printers or routers, repairing ICTs equipment, and providing daily support for computer users
- Ensuring sound maintenance of network system as per set standards.
- Liaising with the external service providers on system maintenance.
- Providing support services to network users as and when required.
- Ensuring safe custody of equipment and network systems.
- Performing periodical preventive maintenance of personal computers and electronic equipment.
- Implementing and maintaining policies and procedures for network resource administration, appropriate use and disaster recovery, in conjunction management.
- Troubleshoot network connection and maintain an inventory of the ICT assets.
- Maintenance of local Printer and ensuring network printer are functioning well.
- Implementing and management of firewalls (Proxy server) and security of devices to ensure security of university network and ICT devices.
- Supervision of interns in ICT department and Assistant Linux Trainer.

<b>Period</b>	<b>Organization</b>	<b>Position</b>	<b>Department</b>
Aug 2007 to Dec 2008	Edmas College	Computer Technician	Technical Department.

### **DUTIES AND RESPONSIBILITIES**

- Troubleshooting, diagnosing, repairing, servicing, and maintenance of computer systems, printers, other peripherals & accessories, software's related problems in the computer lab and over 10 corporate companies under consultant IT contract.
- The setting, Maintenance, configuration, management, and monitoring (overseeing) the Performance of computer systems in LANs and at standalone Area.
- Installation and configuration of operating systems such as- window 98, window 2000 families, Window 2003 server, window XP, vista,linux, and ubuntu.
- Network/server administration:-joining server to domain & client computer, joining server and client computers to a workgroup, printer server installation, file sharing servers.
- Microsoft Outlook and/or Outlook Express configuration and administration.
- Assisting end-users in the use of different devices (hardware) and software.
- Extending LANs, crimping cables for network and telephone i.e. RJ-45 & RJ-11,
- Issuing IP addresses, adding and removing new users from the server.
- Ensuring that the networks are always on between clients and their ISP.
- Sharing files and folders, disks, printers, scanners, digital cameras, other devices and providing networks security measures, drive mapping.
- Computer upgrading (memory, processors, hard disks, etc).
- Installing system device drivers & utilities and application programs.

<b>Period</b>	<b>Organization</b>	<b>Position</b>	<b>Department</b>
Feb 2007 to April 2007	Regiontech Information Ltd	Attachees.	Technical Department

### **DUTIES AND RESPONSIBILITIES**

- Servicing and maintenance of computer systems and printers, Repairing computer systems and printers and computer upgrading, Installation of new hardware, devices, and operating systems and their drivers.
- Configuration, formatting of hard drives and installation of windows applications, Repair and maintenance of computer monitor & troubleshooting on other electronic equipments.

### **EDUCATIONAL BACKGROUND**

<b>Period</b>	<b>Institution</b>	<b>Certificate / Grade</b>
2015 – 2018	University of Nairobi	MSc. Distributed Computing Technology (Msc.Dct) – Pass
2011- 2013	Inoorero University	Bachelor of Information Communication

		Technology (BICT) - First Class Honour
2005 – 2007	Kenya Christian Industrial Training Institute	Diploma in Computer Engineering
2005-2007	Kenya Christian Industrial Training Institute	Diploma in Network Administration
Oct 08-Dec 08	Edmas College	Certificate in Computer Application
2000-2003	Joanna Chase High School	Kenya Certificate of Secondary Education (KCSE) Grade: C+ (plus)
1991-1999	Mbeetwani Primary School	Kenya Certificate of Primary Education (KCPE)

## **PROFESSIONAL TRAINING**

May 20-June 2019	University of Nairobi	HCIA-Routing & Switching
April 13-July 2013	Inoorero University	Linux professional Institute Certification (LPI-C)
Jan 13 –Feb 2013	Inoorero University	Linux Hand on Training
June 12 –July 2012	Inoorero University	Linux training and Google Apps Technical Training
Jan 10-Dec 2010	Inoorero University	Cisco certified Network Associate (CCNA)
Jan 2015	Davis& ShirtLiff	Operation & Maintenance of Generator
Jan 2019	Computech	Cisco Workshop

## **LEADERSHIP AND RESPONSIBILITY**

Primary School:	Head Boy
High School:	School games captain, Dining hall prefect, Handball captain. Secretary of Christian Union.

## **HOBBIES AND INTERESTS**

- Reading educational materials, Listening, singing gospel music, Traveling
- Watching football, Fellowships with other Christian.

## REFEREES

Maurice Mulonzi Mutua,  
Senior ICT officer (Network Infrastructure services section)  
University of Nairobi,  
ICT/SCI Center,  
P.O.Box 30197 – 00100,Nairobi.  
Mobile : 0726 – 126671  
Email : [mmmulonzi@yahoo.com](mailto:mmmulonzi@yahoo.com) or [mutua@uonbi.ac.ke](mailto:mutua@uonbi.ac.ke)

Wabomba Vitalis Nabibia,  
System Administrator,  
The Catholic University of Eastern Africa,  
Mobile: 0722442015/0733442211  
Email: [vnwabomba@gmail.com](mailto:vnwabomba@gmail.com) or [vnwabomba@yahoo.com](mailto:vnwabomba@yahoo.com)

Cornelius Manthi Masika,  
Network Administrator,  
Kenya School of Government,  
P.O Box 23030 00604,  
Lower Kabete,Nairobi.  
Mobile: 0722-455302  
Email:[corneliusmasika2002@yahoo.com](mailto:corneliusmasika2002@yahoo.com)