

Theophilus M. Musyoka
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ICT Center
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Profile:

I have over twenty years progressive experience in Information Technology. You will find me knowledgeable in network systems troubleshooting, hardware and software components installation and troubleshooting, first level technical support and equipment maintenance, user training, data recovery techniques, help desk support among others. I keep abreast with all major developments in the ICT field.

Personal Details:

- Marital status: Married with three children
- Nationality: Kenyan

Education & Professional Qualifications:

- **Higher Diploma:** Institute for the Management of Information Systems (IMIS-UK) from Strathmore University: June 2001.
- **Diploma:** Institute for the Management of Information Systems from KCA University, formerly Kenya College of Accountancy: December 1998
- **Foundation Certificate:** Institute for the Management of Information Systems from KCA University, formerly Kenya College of Accountancy: January & April 1997

Relevant Trainings & Workshops Attended:

- **Cisco Workshop Certificate of participation** & 25th January, 2019
 - **International Computer Driving License(ICDL)** & July 2014
 - **Kaspersky Certificate of recognition** during the deployment of the Kaspersky Endpoint Security for Business Project at **the University of Nairobi** & July 2013
 - **CCNA (Cisco Academy) African Advanced Level Telecommunications Institute (AFRALTI)** - 07th January to 31st May 2013.
 - **Transformational Leadership course** by Empowerment Resource Technologies Ltd: 12th- 14th January 2012
 - **Linux (Essentials and Administration)** training at Institute of Advanced Technology (IAT) - 28th Sept to 18th Nov 2009.
 - **Team Building course** certificate by the DEPOT on 8th - 9th June, 2007.
 - **N+ Course** certificate of participation from Kenya College of Communication and Technology: 28th Nov & 23rd December, 2005.
 - **Customer Care Seminar/Workshop** by Steadman Trains Ltd on 25th & 26th Nov 2005.
 - **PC Technical Trouble shooting** for Library Personnel organized by the University of Nairobi Library with assistance from INASP on 21st & 23rd sep 2004.
 - **Total Quality Customer care** programme by Dimensional Training Consultants Ltd on 30th November, 2002.
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Awards:

- Associate Member of IMIS: 1st October 2001
- Licentiate Member of IMIS: 1st April 1999

Personal Attributes:

- Ability to install, maintain and support Personal Computer Software, Hardware and peripherals running on both local and Wide Area networks.
- Provision of direct first and Second level support, trouble shooting, problem diagnosis and ability to resolve technical end-user problems.
- Provision of In-house training for better understanding of the IT systems and higher efficiency.
- Scheduling and performing periodic maintenance and service.
- Excellent knowledge of office technology hardware.
- Delivery, installation and testing of personal computers, application Software and computer peripherals e.g. printers, scanners.
- Coordination of service delivery from vendors and IT service providers.
- Outstanding interpersonal skills to interact effectively with a range of contacts internally and externally and deal effectively with diverse situations which require good judgment, tact and diplomacy.
- Ability to work effectively in a team-orientated, multi-cultural environment, and function as an effective team member in various groups or independently as required under different circumstances.

Professional Experience:

1. University of Nairobi: February 2004 - Present.

Job Title; Senior ICT Officer:

Principal Responsibilities.

- I assist in the review of all network systems and overseeing internal and external network design and implementation.
 - Provide technical support to users in both hardware and software related issues
 - I oversee the installation of Anti-virus Software for efficient performance, integrity, data recovery and security.
 - Carry out configuration and monitor performance of specific software application systems.
 - Designing and implementation of Network Extensions.
 - Management of assigned Network Segments.
 - Network troubleshooting and support.
 - End-user Hardware and Software installation and support
 - Carry out End-User training on basic ICT skills and MIS Systems.
 - Repair of Printers and other Computer Accessories.
 - Scheduling and performing preventive maintenance of computer peripherals and Network equipment.
 - Provide technical support by analyzing, trouble shooting, repairing and servicing of all ICT equipment.
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- Working with external vendors/suppliers on support/warranty issues when required.
- Drawing up hardware specifications for ICT equipment.
- Verification, validation and certification of ICT equipment.
- Performing periodic website content updates and uploads.
- Any other duty as assigned by the Deputy Director óUser Support Section or the Director, ICT Center.

2. Computech Ltd: November 1999 - January 2004.

Job Title; IT Support Technician:

Principal Responsibilities.

- Involved in performing preventive maintenances on Computers & printers, ensuring all tasks undertaken & solutions implemented are logged & managed through the help desk system.
- Involved in computer hardware and software installations, offering technical support to the Company and Clients.
- Repair and preventive maintenance of Computers, Printers and Network. Equipment.
- Planning, scheduling and coordination of preventive maintenance contracts.
- End-user Hardware and Software support.
- Networking, trouble- shooting and support.
- Coordinating with the Help desk for effective user support.
- Any other duty as assigned by the Workshop and Support Manager.

Reference:

Please feel free to contact the under mentioned in regard to my competence, work ethics and performance.

Professor Timothy Waema,
University of Nairobi,
P.O Box 30197- 00100 Nrb,
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0722-517323:

Joseph Muchina, **Current Line Head of Section**
Deputy Director ó User Support and Maintenance Section,
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