

JOSIAH ONUNDA NYANGAU

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PROFESSIONAL SUMMARY

Highly capable and meticulous ICT assistant with over three years' experience in delivering technical support, resolving hardware/software problems and maintaining IT infrastructure. Skilled in network management, system protection and user support. Effective communicator with demonstrated capacity to work with teams and improve productivity through effective IT solutions.

EDUCATION

Bachelor of Science in ICT Management December **2017: Maseno University** 2nd Class Upper Division.

Diploma in ICT Management August **2014: Institute of Advanced Technology** Distinction.

Kenya Certificate of Secondary Education **November 2003: Tala High School**

PROFESSIONAL TRAINING

AFRICAN LEVEL ADVANCED TELECOMMUNICATION INSTITUTE: 2023
November to December Network security.

KENYATTA UNIVERSITY: 2023 September 1 to September 22 Programming essentials in Python.

KENYATTA UNIVERSITY: 2023 June 10 to June 26 Cyber security essentials.

KENYATTA UNIVERSITY: 2023 February to 2023 May CCNA 1, CCNA 2 and CCNA 3

(Predictive Analytics Modeler Mastery. **2019: IBM**

Introduction to Network Operations: **2018: INTERNET SOCIETY:** Linux/Unix.

(HUAWEI CERTIFIED NETWORK ASSOCIATE) **2018: HUAWEI**

Routing and Switching.

SKILLS

- Prioritizing work
- Articulate

- Time management
- Detail focused.
- Goal oriented.
- Communication
- Problem solving

TECHNICAL PROFICIENCIES

- User support and training.
- Troubleshooting hardware and software issues.
- System upgrade and maintenance.
- Networking: VPN, WAN and LAN.

WORK EXPERIENCE

Ministry of Education. 2022 January to 2022 31st December Digital Literacy Program phase II.

Duties and Responsibilities

- Supporting e-learning and content development in line with curriculum designs.
- Provide support in safe, secure and ethical use of technology in learning.
- Assisting teachers in integrating ICT in delivery of teaching, learning and assessment.
- Network monitoring.
- Data entry
- Providing class support and sensitization of primary school teachers in use of digital literacy devices.
- Providing first line support and maintenance of ICT services in schools.
- Network management.

Public Service Internship Programme. 2019 October to 2020 October Worked as an intern under PSIP at The National Treasury, Pensions Department.

Duties and Responsibilities

- Monitoring and maintaining computer system and network.
- Developing program to train new staff how to use PIMS (Pension information management system)
- Troubleshooting network issues and fixing.
- Conducted regular backups
- Data entry

- Manage and maintain the organization IT infrastructure including hardware and network.
- Maintaining printers, photocopier, scanners and other peripherals.
- Maintaining inventory of ICT equipment and supplies.
- Assisted in the installation, configuration and maintenance of software applications and operating systems.

Presidential Digital Talent Programme. 2018 April to 2019 April Worked as an intern under Presidential digital talent program at Kenyatta National Hospital.

Duties and Responsibilities

- Configuring routers and switches
- Implement and manage cybersecurity measures, including firewalls, antivirus software and data encryption.
- Provided frontline support for user, addressing technical issues related to desktop, laptops, mobile devices and printers
- Provide technical support to over one hundred users, resolving issues related to software, hardware and network connectivity.
- Monitor and optimize system performance, ensuring minimal downtime and efficient operation.
- Doing daily backups.
- Supporting users over the telephone and by email.
- Laboratory Information Managements system implementation.
- Service desk management.

Industrial attachment at National Housing Corporation. 2016 1st September to 2016 24th November

Duties and Responsibilities

- Carried out preventive maintenance.
- Data entry.
- User support.
- Hardware and software maintenance
- Scanning and printing documents.

REFEREES

1. Mr. Kelvin Keitanny: ICT officer Kenyatta National Hospital: 0720691711
2. Mrs. MAGDALENE ODUOR: lecturer at Institute of Advanced Technology. Contact: 0724555194.
3. Mr. Kelvin Mugoye: Lecturer Maseno University: Contacts: 0722958967