

Job Profile: Systems Support Officer

Department: Technical & Systems

Location: Nairobi, Kenya (with frequent travel across Kenya & East Africa)

Employer: iOSoft Solutions LTD

ContractType: 1-Year Renewable

Salary: KES 30,000 per month

Benefits: SHA cover up to KES 7,500 p.a, travel allowances, commissions

Reportsto: Systems Lead

1. Role Overview

The Systems Support Officer is an entry-level but growth-oriented role at iOSoft Solutions. The officer will support clients using JiPOS – the leading Hotel Management ERP System in Kenya and East Africa.

The role involves system deployments, client training, technical support, and participation in presales and sales conversion activities.

This position is ideal for someone eager to grow into a senior technical, product, or business role within the company.

2. Key Responsibilities

A. System Deployment & Client Support

- Install and configure JiPOS at client sites across Kenya and East Africa.
- Provide on-site and remote technical support to clients.
- Diagnose, troubleshoot, and resolve system issues promptly.
- Conduct system upgrades, data checks, and maintenance activities.
- Ensure all deployments meet iOSoft standards and client expectations.
- Handle any software development/customization where needed.

B. Training & Client Engagement

- Train clients staff and management teams on the proper use of JiPOS.
- Advise clients on best operational practices to maximize business growth using JiPOS.
- Prepare basic documentation, training materials, and client reports.

C. Presales, Demonstrations & Sales Follow-Up

- Conduct system demos for prospective clients (physical and virtual).
- Assist the sales team with technical explanations and solution walkthroughs.
- Receive leads from iOSoft Solutions, follow up, and attempt conversions.
- Earn 15% commission on any successful sale the officer personally closes.

D. Travel & Availability

- Be available to travel on short notice for deployments and support activities.
- Represent iOSoft Solutions professionally at all client sites.

E. Additional Duties

- Uphold excellent customer service standards.
- Document support cases and maintain accurate logs.
- Continuously learn and master JiPOS modules, integrations, and new product updates.
- Perform any other duties assigned in line with the role.

3. Qualifications & Skills

Minimum Requirements

- Diploma or Degree in IT, Computer Science, Business IT, or related field.
- Good understanding of computer systems and software.
- Strong communication and presentation skills.
- Ability to work with minimal supervision.
- Readiness and flexibility to travel at any time.
- Passion for learning and professional growth.

Added Advantage

- Experience with POS, ERP systems, or hotel operations.
 - Prior customer-facing or support experience.
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4. Remuneration & Benefits

- Monthly Salary: KES 30,000.00
- SHA Cover: Up to KES 7,500
- Commissions:
 - 15% sales commission on any converted customer from provided leads or referrals.
 - Deployment allowances for installations and support in Nairobi, upcountry, or East Africa.
- Additional Incentives: Occasional field allowances and performance bonuses depending on assignments.

5. Contract & Growth Opportunities

- The role comes with a 1-year renewable contract, subject to satisfactory performance and mutual agreement.
 - After one year, the employee becomes eligible to apply for private equity shares in select iOSoft Solutions products.
 - Approval is based on performance history, integrity, shares availability, and demonstrated potential.
 - Clear growth pathways into Senior Support, Implementations Lead, Product Specialist, or Business Development roles.
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6. Work Culture Expectations

- High professionalism when interacting with clients
- Team player with a growth mindset
- Proactive problem solver
- Commitment to iOSoft Solutions' mission of transforming businesses through technology

7. Why Join iOSoft Solutions?

At iOSoft Solutions, we believe in building people as much as we build technology. This role is not just a job, it is a launchpad into a long-term career in technology, product development, and hotel automation.

When you join us, you become part of a young, fast-growing, and innovative tech company that values:

- Continuous learning
- Initiative and leadership
- Creativity and problem solving
- Integrity and accountability
- Excellence in execution

You will be working on real implementations, helping businesses across Kenya and East Africa run smarter, faster, and more profitably.

8. What You Will Gain From This Role

This section helps the applicant visualize their own growth:

- Hands-on experience with hotel ERP systems—knowledge that is highly valuable in the hospitality and tech sectors.
- Exposure to real business environments, from small hotels to large lodges and resorts.
- Strong client-facing skills, making you naturally grow into a confident presenter and advisor.
- Technical mastery of JiPOS and related technologies.
- Travel opportunities across Kenya and East Africa.
- Sales experience with commissions that add to your income.
- Mentorship from senior team members and the founding team.
- A clear career growth path into senior technical or business roles.

9. Performance Expectations & Success Indicators

A successful Systems Support Officer will demonstrate:

- Strong initiative and reliability
- Consistent customer satisfaction
- Thorough mastery of JiPOS within the first 3 months
- Timely deployments and successful client go-lives
- Positive client feedback after trainings
- Conversion of provided leads into sales
- Discipline, professionalism, and integrity during office and travel assignments
- Willingness to learn and improve continuously

10. Conclusion

This role is ideal for someone who is hungry to learn, eager to grow, and ready to create real impact.

We welcome individuals who want to grow with us, contribute to our vision, and build the future of hospitality technology in Africa.

Send your application to careers@iosoftsolutions.co.ke before 30th January 2026.