

Job Advertisement – IT & Client Support Officer

Company: GAPTECH Solutions Limited

Location: Nairobi, Kenya

Employment Type: Contract

About Us

GAPTECH Solutions Limited is a fast-growing technology company specializing in GPS vehicle tracking, fleet management systems, fuel monitoring, and integrated security solutions. With operations across Kenya and affiliate presence in East Africa, we deliver innovative, reliable, and scalable solutions to corporate, government, and individual clients—enhancing efficiency, safety, and operational control.

We are seeking a proactive, customer-oriented, and technically skilled **IT & Client Support Officer** to join our team.

Key Responsibilities

- Provide first-line technical support to clients via phone, email, WhatsApp, and remote support tools.
- Configure and manage client accounts on fleet management platforms.
- Troubleshoot platform, device, and connectivity issues and escalate where necessary.
- Monitor device performance and ensure timely resolution of client-reported issues.
- Train new and existing clients on system usage and best practices.
- Configure dashboards, reports, alerts, geofences, and user permissions.
- Maintain accurate support records and prepare periodic support reports.
- Liaise with the Technical Team to ensure timely resolution of escalated issues.
- Conduct regular client follow-ups to ensure customer satisfaction.
- Support continuous improvement of customer support processes and service delivery.

Qualifications and Experience

- Diploma or Bachelor's Degree in Information Technology, Computer Science, Information Systems, Telecommunications, or a related field.
- Minimum of two (2) years' experience in IT support or technical customer support.
- Experience with GPS tracking or fleet management systems will be an added advantage.
- Knowledge of networking, Windows operating systems, Microsoft Office, and remote support tools.

Required Competencies

- Strong troubleshooting and analytical skills.
- Excellent communication and customer service skills.
- Ability to manage multiple tasks and work under pressure.
- Strong organizational and documentation skills.

- High level of integrity, professionalism, and attention to detail.
- Ability to work independently and collaboratively within a team.

What We Offer

- A dynamic and innovative work environment.
- Opportunities for professional growth and continuous learning.
- Exposure to modern fleet management and telematics technologies.
- A supportive team focused on excellence and customer satisfaction.

How to Apply

Interested candidates should submit:

- Updated CV
- Copies of relevant certificates and testimonials
- Names and daytime contacts of at least two referees
- Current and expected salary

Send applications to: recruitmentgaptech@gmail.com

Application Deadline: 19th July 2026

Note: Only shortlisted candidates will be contacted. Canvassing will lead to automatic disqualification.