

A photograph of two women in a market setting. The woman on the left is wearing a red and white striped shirt and is smiling while looking at a smartphone held by the woman on the right. The woman on the right is wearing a light blue shirt and a red headwrap, also smiling. In the background, there are various fruits, including mangoes and avocados, displayed on a wooden stand.

Career at ASA International Kenya Limited

Position: Information Technology Officer, ASA International Kenya Limited “ASA Kenya”

Who we are

ASA International is one of the world's largest and fastest growing international microfinance banking institutions offering socially **responsible** loans to underbanked, low-income female micro-entrepreneurs in Asia and Africa (“ASA International” or the “Group”). ASA International promotes financial inclusion and has successfully shown that access to financial services helps to reduce poverty and promotes social-economic progress for its predominantly female client base. ASA International has a premium listing on the main market of the London Stock Exchange and serves close to 2.3 million customers across 13 countries in Asia and Africa. It has corporate head offices in Amsterdam, the Netherlands as well as in Dhaka, Bangladesh.

ASA International provides small loans ranging from USD 250 to USD 2,000. Almost all customers are women that run small businesses, from small shops, restaurants, sewing businesses, to various trading activities and cottage industries. Increasing financial inclusion and promoting social and economic development of our clients and their communities is at the heart of ASA International's mission.

ASA International Kenya Limited “ASA Kenya” is one of ASA International's subsidiaries. ASA Kenya is a for-profit, non-deposit taking lending company duly registered under Kenyan law. ASA International Kenya Limited commenced its operations in 2013 and currently has branch presence in 40 out of 47 Counties in Kenya.

Job profile

This role is critical in ensuring the efficient operation of our IT infrastructure and systems, which support our microfinance services. The ideal candidate should have strong technical skills, a problem-solving mindset, and a passion for improving operational efficiency through technology. Prior experience in IT will be an added advantage.

Information Technology Officer Responsibilities

- ▶ **System Management:** Oversee the installation, configuration, and maintenance of IT systems, including workstations and networking equipment.
- ▶ **User Support:** Provide technical assistance to staff, addressing hardware, software, and network-related issues.
- ▶ **Data Management:** Ensure regular data backups, integrity, and recovery systems are in place and operational.
- ▶ **Network Administration:** Monitor and manage the organization's network to ensure optimal performance and security.

- ▶ Software Updates: Install, upgrade, and maintain software applications to meet user and operational requirements.
- ▶ IT Security: Implement and maintain cybersecurity measures to safeguard the organization's data and systems.
- ▶ Policy Compliance: Ensure adherence to IT policies and procedures in line with regulatory and organizational standards.
- ▶ Training and Support: Train employees on IT systems, applications, and cybersecurity best practices.
- ▶ Collaboration: Work closely with other departments to support IT-related needs and contribute to achieving organizational goals.

Core competencies

- ▶ Strong analytical and organizational skills.
- ▶ Excellent communication and interpersonal abilities.
- ▶ High attention to detail and a proactive approach to problem-solving.
- ▶ Ability to work under pressure and handle multiple tasks effectively.
- ▶ A team player with the ability to collaborate across departments.

Education and Experience:

- ▶ Bachelor's degree in Information Technology, Computer Science, or a related field.
- ▶ At least 2 years of prior experience working with ASA Kenya.
- ▶ Proficiency in networking, system administration, and database management.
- ▶ Strong troubleshooting and problem-solving skills.
- ▶ Certifications such as CCNA, CompTIA, or ITIL are an added advantage.
- ▶ Familiarity with core banking or financial software will be an asset.

Reporting line

The IT Officer shall report directly to the IT Manager.

Salary

This position offers a competitive salary and comprehensive benefits package.

Interested candidates should submit their resume and cover letter to careers@asa-ke.com
Please include "IT Officer" in the subject line of the email.

Only shortlisted candidates will be contacted for further evaluation.

Application deadline: 27th November, 2025

Please Note: due to a number of applications we that receive; only shortlisted candidates will be contacted.

We stand for inclusion & diversity. Therefore, we warmly encourage everyone to apply, regardless of gender, background, ethnicity, age, religion, etc. Qualified women are particularly encouraged to apply for this position.