

MARTIN KIBET

ICT Specialist

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Professional Summary

Dedicated ICT Support Specialist with extensive experience providing Level 1 support across education and healthcare environments. Skilled in troubleshooting hardware, software and network issues, maintaining ICT infrastructure, deploying software updates, and supporting end users. Strong customer service, communication, and problem-solving skills with postgraduate studies in Information & Technology at James Cook University.

Work History

ICT Support Technician – Chemundu Secondary School

September 2022 – August 2023

- Provided technical support for hardware, software, and network issues.
- Troubleshoot connectivity problems and resolved user queries.
- Supported staff and students using digital learning platforms.
- Deployed software updates and security patches.
- Maintained servers and network equipment.

Networking & IT Intern – Moi Teaching and Referral Hospital

January 2020 – March 2020

- Troubleshoot computers and assisted with network installation.
- Configured Ethernet connections.
- Provided help desk and end-user support.
- Performed hardware maintenance and data backups.
- Collaborated with ICT staff to resolve user issues.

Education

Master of Information & Technology (ICT), James Cook University (2023–2025)

Bachelor of Information & Technology, Kabarak University (2017–2021)

Professional Skills

Communication • Customer Service • Problem Solving • Teamwork • Time Management • Adaptability • Attention to Detail • Professionalism

Technical Skills

Windows, macOS, Linux, Microsoft 365, Google Workspace, Outlook, Microsoft Exchange, ServiceNow, Oracle, HTML, Remote Desktop, Wi-Fi, Desktops, Laptops, Printers, Malware Removal, PC Assembly, Routers, Switches, Hardware Replacement, IT Documentation.