INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) OFFICER

Organization Background

The Kenya Climate Innovation Center (KCIC) is a social impact organization operating in the climate space, committed to supporting micro and small enterprises and driven by innovation. KCIC provides incubation, capacity building services and financing to Kenyan entrepreneurs and new ventures that are developing innovative solutions in renewable energy and energy efficiency, water management, agribusiness, waste management, and commercial forestry in a bid to address climate change challenges.

KCIC is currently implementing several long-term programmes including AgriBiz, a five-year programme supported by the European Union (EU) and DANIDA. GreenBiz Programme supported by DANIDA, Productive Use of Solar Energy (PUSE) supported by the Charles Stewart MOTT Foundation and Towards a sustainable future: Innovative Approaches to Waste Management (SWIFT) supported by IKEA Foundation.

KCIC is recruiting **one (1)** ICT Officer to oversee the management of the ICT function.

JOB DESCRIPTION

Role Title:	ICT Officer	Reports to:	Human Resources & Administration Manager
Unit	Human Resources & Administration	Duty Station:	Nairobi
Country:	Kenya	Location & Work - Related Travel:	Nairobi
Direct Reports	ICT Assistant	Others Reporting Indirectly	None

Job Summary:

The position is responsible for managing and maintaining KCIC's IT infrastructure, systems, and technology resources to ensure efficient and secure operation.

Key Responsibilities

1) Coordinate the development and implementation of ICT strategies, policies and procedures in line with the organizational strategic objectives;
2) Develop and implement the ICT budget and annual work plan;
3) Administration of network infrastructure, server hardware and operating systems;
4) Implement and manage cybersecurity measures to protect ICT resources as per KCIC ICT security policies, procedures and standards;
5) Conduct regular system backups and implement data recovery plans as per KCIC ICT policies and procedures;
6) Coordinate database management to optimize data performance;
7) Manage and maintain KCIC website in collaboration with web designers and developers;
8) Provide technical support to end-users and train staff on hardware and software systems;
9) Administer and maintain the ERP system and monitor system performance for proactive maintenance to enhance efficiency in operations and ensure data integrity;
10) Develop technical specifications for installation and maintenance of software and hardware to ensure optimal performance;
11) Maintain inventory of all ICT assets, including computers, servers, and software licenses.
12) Manage all ICT projects defining their scope, objectives, timelines and budgets for successful implementation;
13) Provide technical support to programme clients in collaboration with the Business leads;
14) Management the performance and competency development of ICT staff.

Qualifications

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Relevant IT certifications such as CompTIA Network+, CompTIA Security, ITIL, Cisco Certified Network Associate (CCNA), Microsoft Certified Solutions Expert (MCSE), **OR** Microsoft Certified: Azure Database Administrator Associate are desirable.

Experience

- Minimum of 6 years of experience in ICT management or a similar role.
- Proven experience in network and system administration.
- Experience in providing technical support and training to end-users.
- Experience in managing SQL Server databases and WordPress websites.
- Familiarity with ERP systems and their administration.
- Proficiency in managing and troubleshooting Windows Server and MacOS.
- Strong knowledge of network infrastructure, including servers, routers, and switches.
- Experience with data backup, disaster recovery solutions, and cybersecurity measures.

- Experience in SQL Server database management, including performance tuning and disaster recovery.
- Proficiency in managing WordPress websites, including security and customization.
- Knowledge of ERP systems and their maintenance.
- Experience in managing IT projects, including system upgrades, installations, and migrations.
- Ability to create and manage IT department budgets and identify cost-saving opportunities.

Functional Skills

- Analytical and Problem-solving skills
- Communication skills
- Negotiation skills
- Records management skills
- Planning, coordination and organization skills

Behavioral Skills

- Professionalism
- Interpersonal
- Creativity and innovation
- Adaptability and Reliability
- Teamwork

How to Apply

Interested candidates are invited to send the completed KCIC Employment Application Form as per the link below, together with their updated resume and cover letter detailing experience relevant to the role, current and expected salary, daytime telephone contacts, and names of three professional referees.

Closing date for applications **Friday, 7th June 2024**. Only shortlisted candidates will be contacted. **Women are highly encouraged to apply.**

Kenya Climate Innovation Center is an equal opportunity employer.