

# VACANCY

## ICT Officer



Job Title	ICT Officer	Probation	3 months
Location	Nairobi, Kenya	No. of Direct Reports	2
Reports to	Director - MEI	Budget Responsibilities (Y/N)	Y

Reporting to the Director - Marketing, Evidence and Impact, the role will support all Marie Stopes Kenya channels and operations. The role will majorly provide ICT support to technology end users, and advise the leadership on technology matters, in liaison with our global partnership (MSI). The role will take ownership in-country, of global ICT solutions, to support in the implementation and running of the same and ensure technology tools approved by MSI are used appropriately.

The role will provide technology support maintaining the ITIL standards, which include proactive ICT support, whilst maintaining relevant documentation of known technology problems, processes, and procedures.

The role will ensure proper governance of the ICT establishment, by ensuring staff adhere to the approved MSK ICT policies, proper training on bespoke and proprietary solutions, administering and managing all the Information Technology Infrastructure in place.

Marie Stopes Kenya is an NGO registered in Kenya as a local implementing partner of MSI Reproductive Choices, a UK charity. We deliver quality sexual and reproductive healthcare, family planning and other women's health services to millions of the world's poorest and most vulnerable women. We want to make sure that women have a choice when it comes to having children, and that death by unsafe abortion is reduced.

It is the responsibility of this role is to further our goal of **MAKING CHOICE POSSIBLE** for every Kenyan.

The post holder commits to and is held accountable to MSI Reproductive Choices core values:

Mission-driven	Client-centered	Accountable	Courageous	Resilient	Inclusive
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Key Responsibilities	Measures
<p><b>Help Desk / User Support</b></p> <ul style="list-style-type: none"> <li>• Perform routine checks to ensure that all staff laptops and application installed are in good working condition and up to date.</li> <li>• Support staff to access the network, intranet, internet, and email by preparing simple user-friendly “How-To Guides” for staff ICT needs</li> <li>• Diagnose and troubleshoot Software and Hardware issues ensuring that all antivirus and firewalls are up-to-date and functional.</li> <li>• Manage system users through setting up new user accounts or deactivating users when required.</li> <li>• Install and configure new equipment with required applications that include Office 365 solutions.</li> <li>• Identify and prepare equipment for disposal as per the ICT disposal policy.</li> <li>• Ensure that all ICT Assets are recorded, and their transfer / movement tracked within the ICT assets database</li> <li>• Ensure that all ICT incidents are logged into the incident tracker and resolved within the agreed SLA.</li> <li>• Maintain an up-to-date detailed ICT inventory, including Software Assets and Hardware Assets.</li> </ul>	<ul style="list-style-type: none"> <li>• Preventive maintenance scheduled – with up-to-date reports including comments on interventions for each machine checked</li> <li>• Evidence of “How -to Guides” developed and approved by supervisor</li> <li>• Software and hardware issues resolved within 48 hours or escalated as per the SLA</li> <li>• All antivirus up to date and running on all machines</li> <li>• New users set up within SLA and leavers deactivated within 24hours of notification</li> <li>• New equipment configured, and software installed on them within the SLA</li> <li>• ICT Database up to date always with disposal schedules approved</li> <li>• Up to date incident tracker complete with follow up action plans</li> <li>• No interruption to programme operations, due to ICT set up problems</li> <li>• Server backups recorded daily and kept securely</li> <li>• No interruption to programme operations due to telecommunication problems</li> <li>• All IT problems are rectified promptly within the SLA</li> </ul>
<p><b>Data, Network Administration, and communication</b></p> <ul style="list-style-type: none"> <li>• Ensure all cabling is tidy and appropriately labelled and any equipment alerts, or faults identified in the environment are evaluated and dealt with appropriately.</li> <li>• Support the installation, maintenance, integrity, and security of MSK LANs, WANs, and network segments</li> <li>• Troubleshoot and diagnose network connectivity issues, offering timely recommendations / solutions</li> <li>• Maintaining system backups of all applications</li> <li>• Monitoring and evaluating internet connectivity performance; working closely with ISP to resolve any downtime issues.</li> <li>• Maintenance of ICT inventories including Media Library, Software Assets, Hardware Assets, Communications Lines etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of system integrity through password control procedures</li> <li>• Network connectivity issues resolved within 24 hours or escalated as per SLA</li> <li>• All system backups conducted without fail as per approved back up schedule</li> <li>• Significant reduction in Internet connectivity down times as evidenced by connectivity logs</li> <li>• An up-to-date ICT inventory maintained</li> </ul>

<p><b>Technical Projects</b></p> <ul style="list-style-type: none"> <li>• Implementation of new infrastructure, technology acquisitions, software solutions and upgrades.</li> <li>• Responsibility for completion of work schedules with the project organizer</li> <li>• Own and be responsible for completion of tasks to established standards and quality expectations.</li> <li>• Maintain effective communication with other technical staff, operations staff, third party support staff and users.</li> </ul>	<ul style="list-style-type: none"> <li>• IT supplies are procured in accordance with ICT procurement guidelines</li> <li>• Successful set up of users, with the right access rights to business System</li> <li>• Regular ICT reports</li> <li>• Evident Operational Improvement due to functional ICT solutions</li> </ul>
<p><b>Change Management</b></p> <ul style="list-style-type: none"> <li>• Understanding of the change management process, and a good understanding of the ADKAR model</li> <li>• Proven ability to lead a technology change</li> <li>• Identify appropriate technical solutions to business problems.</li> <li>• Work with existing supplier contracts to establish latest software release in line with the release management process.</li> <li>• Prepare and enact implementation plans for changes within the technical environment</li> <li>• Managing version control of applications and approved and accepted changes.</li> <li>• savvy in scripting languages, with the ability to develop scripts for job scheduling and data integration purposes within the technical environment.</li> <li>• Refresh of Test &amp; Train environments to support new developments or enhancements to systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Successful set up of business solutions that meet business needs</li> <li>• Skills transfer and increased IT knowledge through capacity building of staff</li> <li>• Ability of staff to successfully and effectively use new technology</li> <li>• Smooth introduction of new software and technological solutions to the programme</li> </ul>
<p><b>IT Security</b></p> <ul style="list-style-type: none"> <li>• Maintaining physical security to MSK Technology as detailed in the ICT Policy</li> <li>• Implement and maintain data safeguards as required by the data protection regulations.</li> <li>• Maintain proper access controls to MSK systems, both for staff and third parties as per the ICT policy, ensuring appropriate documentation has been completed and sign off attained, prior to granting access to resources.</li> <li>• Grant administrative privileges in line with ICT policies.</li> <li>• Ensure all staff are trained on cyber security and signoff on completion</li> </ul>	<ul style="list-style-type: none"> <li>• All MSK staff updated on cyber security and are aware in potential cyber security threats.</li> <li>• Disposal of ICT equipment done in line with MSK ICT disposal policy</li> <li>• Quarterly ICT security drills to MSK staff</li> <li>• Report on security issues observed, reported and remediation actions.</li> </ul>

### Qualifications:

- Professional qualification in computer technology required such as BSC in Information Technology, Computer Science.
- Professional qualifications in either Networking (CCNA) or Systems Administration (MCSE or MCITP) is an added advantage
- Advanced communication skills.
- Ability to quickly adapt to change

### Skills/Experience

- Minimum two years of professional work experience in information technology
- Demonstrated experience in managing ICT for a busy non-profit or private sector company of similar scale
- Demonstrated experience working in heterogeneous ICT environments
- Strong knowledge of ICT security systems
- Demonstrable Knowledge and experience in distributed networks, and Cisco Networking technology
- Experience with Windows domains, and Microsoft Office 365 platform
- Demonstrated troubleshooting skills for IT Hardware, including desktop, laptops, and networking equipment
- Demonstrable knowledge of SQL server management, Exchange Server, Internet Information Services, backup systems
- Demonstrable knowledge of telephony systems and knowledge of contact centre environment
- Knowledge of Active Directory/LDAP Management
- Strong knowledge of technology advancements in Kenya, and connectivity solutions
- Ability to communicate effectively with non-technical teams about ICT issues

### Behaviours and Values:

Successful performance at MSK is not simply defined in terms of 'what' people achieve, but equally is about 'how' people go about their jobs and the impact that they have on others.

<b>Work as One MSI</b>	You contribute, use, and share accurate data and evidence to improve understanding, insight and decision-making across MSI, enabling us to maximize our ability to influence others.
	You share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort.
	You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.
<b>Show courage, authenticity and integrity</b>	You hold yourself accountable for the decisions you make and the behavior you demonstrate.
	You are courageous in challenging others and taking appropriate managed risks.
<b>Develop and grow</b>	You seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective.
	You manage your career development including keeping your knowledge and skills up to date.
<b>Deliver excellence, always</b>	You strive to consistently meet and exceed expectations, putting clients at the centre of everything, and implement smarter, more efficient ways of performing your role.
	You build and maintain effective long-term working relationships with all stakeholders

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	and are a true MSI ambassador.
<b>Leadership</b>	<p>You inspire individuals and teams, through situational leadership, providing clear direction.</p> <p>You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline.</p> <p>You are aware of emerging developments in our sector, demonstrating strategic insight about our clients and business and encourage this in your team.</p> <p>You articulate a vision of the future which inspires and excites others.</p>

### How To Apply:

Suitable and qualified internal candidates should email one document combining an application letter and CV to [pd@mariestopes.or.ke](mailto:pd@mariestopes.or.ke) on or before **11<sup>th</sup> October 2022**. The subject of the email should read **ICT Officer**. Applications will be reviewed on a rolling basis. Do not attach certificates and testimonials.

Marie Stopes Kenya is an equal opportunity employer and does not ask for fees at any stage of the recruitment process. Successful candidates must abide by MSI's Antifraud & Bribery Policy and Safeguarding Policy, including protection of children and vulnerable adults.

Only shortlisted candidates will be contacted.