VACANCY ADVERTISEMENT

Hand in Hand Eastern Africa (HiH EA) is a registered Non-Governmental Organization (NGO) in Kenya with mandate to operate within the Eastern Africa Region and a member of the Hand in Hand Global Network. Her vision is to empower the society with sustainable enterprises and jobs. HiH EA currently operates 23 branches in Kenya and Tanzania.

HiH EA is seeking to fill the following vacancies and invites applications from suitably qualified individuals who will undergo a selection process to identify the suitable candidates for the respective positions.

ICT OFFICER – REF NO: HEA ICT 02-2018

Duties and Responsibilities

- Oversee network and server and ensure appropriate back-up procedures.
- Provide ICT support, including remote and on-site; where required, to users in the head office and all HiH EA branch locations.
- Effectively serve as the first point of trouble-shooting for ICT-related problems, including, but not limited to software and hardware, remote access, emails, website, etc.
- Provide technical contribution to the implementation of ICT solutions.
- Effectively communicate information on hardware and software issues to your supervisor, including maintaining an accurate log of all problems and resolutions.
- Manage network user accounts, including creating new accounts, altering user system details and removing past user accounts.
- Maintain HiH EA website and keep is as interactive as possible.
- Maintain inventory of hardware, as well as record of maintenance and software licensing
- Keep abreast of ICT technology, maintain library of information and advice on training needs.
- Maintain HiH EA social sites.
- Maintain the record and expiry dates of antivirus.
- Installation and setup of Office 365 Products;
  - ✓ SharePoint Online:
  - ✓ Permissions and user groups
  - ✓ Lync Online:
  - ✓ Manage configuration failure issues:
  - ✓ Domain setup and re-delegation
  - ✓ Microsoft Office Professional Plus Application Installation

- ✓ Synchronization of on-premises mailboxes
- ✓ Configuration of services like google apps features:
- ✓ Active Directory setup and Domain Services synchronization

Specifications

- Bachelor of Science in Computer Science or related field.
- Minimum 2 years of relevant experience, including, but not limited to:
  - ✓ First line IT customer/user support experience
  - ✓ Experience working with IT supplier to provide second and third line support
  - ✓ Experience with desktop, LAN and retail internet connection maintenance and administration
  - ✓ Troubleshooting and diagnosis of network problems
  - ✓ User training
- Sound project management knowledge and experience.
- Excellent communication skills, both written and verbal, with the ability to translate technical information into layperson terms.
- Strong decision-making and problem solving skills, including the ability to analyse problems and recommend a suitable ICT solution where appropriate.
- Strong negotiation.
- Highly proficient with Microsoft Excel, Power Point and Word.
- Commitment to high quality work product and attention to detail.
- Ability to multi-task, managing changing priorities and projects.
- Demonstrated commitment to HiH EA's mission.
- Experience with the following is preferred:
  - ✓ Configuring and administration of MS Dynamic Navision
  - ✓ Managing an IT supplier relationship
  - ✓ Accounting
  - ✓ Software Testing development, Testing and debugging.

Application process

Qualified and interested candidates should forward a cover letter and CV, citing the **Position** and **Reference Number** to HiH-EA via https://www.brightermonday.co.ke/job/ict-officer-v4x608 on or before close of business by **16ᵗʰ March, 2018**.

Only shortlisted candidates will be contacted

Website: http://handinhand-ea.org/

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Giving Hope, Dignity and Choice