



Job Specifications for ICT Systems Officer

Position: ICT Officer

Location: Nairobi, Kenya

Deadline: 17th August 2018, 5.30pm (East African Time)

About GESCI:

GESCI, the Global E-Schools and Communities Initiative, is an international non-profit organisation founded by the United Nations ICT Task Force. GESCI, with its headquarters in Nairobi, Kenya, provides strategic advice to relevant Ministries in developing countries on the effective use of Information and Communication Technologies (ICTs) within the context of inclusive Knowledge Societies and Sustainable Development. See www.gesci.org.

GESCI's mission is (1) to advance equitable access to high-quality education and, in this regard, GESCI works with governments and development partners to design and implement innovative and scalable models for the integration of ICTs in education and training systems and (2) to build leadership competencies in ICT for knowledge society development and the achievement of key Sustainable Development Goals.

The Position:

The ICT systems officer will provide a full ICT technical support service to GESCI to facilitate effective administrative functions at its head office in Nairobi as well as providing active technical assistance and advice as a member of programme and project implementation teams.

Role responsibilities will include:

- the overall maintenance and provision of a secure, stable, reliable and cost-efficient GESCI ICT system, network, database architecture and data security.
- maintaining a fully functional, well equipped and highly organised server room where all equipment, cabling and wiring are well laid out and labelled in an environmentally duitable environment.
- ensuring consistency and reliability of hardware, software, non-system tools, data archiving and offsite disaster recovery management.

- Maintaining, upgrading and regularly monitor all ICT systems and functions in GESCI to ensure their efficient, reliable and continuous operation in support of GESCI operational needs.
- Provision of front line ICT support to GESCI offices and key staff in relation to all aspects of technical support and troubleshooting in relation to computer hardware, the server room, the office network and all supporting software.
- to provide advice to management and programme directors in relation to systems design, software upgrades, filtering security of the network, identify and prepare equipment specifications/configurations as required by both the GESCI office and by programme implementation
- the preparation of TORs and procurement specifications to ensure that appropriate procedures are in place to select equipment and services vendors. Manage the evaluation of tenders in relation to equipment purchasing and other ICT –related services as required in GESCI and in relation to GESCI programme implementation in the field.
- Setting up and monitoring contracts with external suppliers for the provision of technical support as required.
- work as the key ICT team member in the provision of an ICT service for programme and project implementation including planning, technical advice, equipment configurations and managing ICT interventions in GESCI’s programmes.

Specific core activities:

- Ensure the implementation, monitoring, maintenance, ongoing evaluation and renewal of all ICT services contracts.
- Manage and implement an ICT security strategy and disaster recovery plan that minimizes the risk of data loss and breach of privacy of the GESCI’s information and that of its Staff and its contractors.
- Advise on and ensure continuous improvement of the quality and cost efficiency of the ICT Services.
- Maintenance and management of Backup Operations for GESCI as whole
- Maintaining and developing a modern, cost effective, stable and secure ICT infrastructure available 24 hours per day, 365 days per year;
- Documentation of procedures, processes, testing and system configurations.
- Producing and running system and network monitoring reports and utilities
- Research new ICT technologies and apply these to work situations under the direction of the management
- Rectify problems relating to the malfunction of ICT equipment including software.
- Respond to ICT Support requests in a timely manner to ensure minimum disruption to staff at all times.
- To maintain an inventory of computer hardware and software (including licences).

- Perform preventive maintenance duties on items of ICT hardware, including the cleaning of equipment.
- Report any suspected security breaches to the ICT Systems to the GESCI management
- To monitor and maintain general ICT consumable stock to ensure adequate supplies are available in a timely and cost effective manner ensuring Best Value at all times.
- Follow backup, virus protection and security procedures. Note risks to ICT systems and suggest precautions to the management.
- To monitor and keep a log of all breakdowns and alterations to the network. Liaise with suppliers and external support companies as appropriate
- ICT Asset inventory administration, management and yearly stocktake
- Assist with computer recycling and arrange for the safe disposal of used toner cartridges.
- Assist with the administration of the telephone system.
- Undertake any other ICT tasks or responsibilities as requested by GESCI management

Confidentiality

- You will have access to various types of records/information in the course of your work. Such records and information are strictly confidential and unless acting on the instruction of an authorised person, on no account must information concerning staff or other GESCI business be divulged or discussed except in the performance of normal duty. In addition, records may never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required

Required Qualifications and Experience

The ideal candidate will possess a primary degree in computer science/engineering or an equivalent qualification in digital technology, technical support, networking and software systems.

Experience:

- Minimum of 5 years' experience in the field of practical technical support and maintenance at organisational level
- Proven record as an expert in the field of ICT as demonstrated by a track record of experience in the field of technical support

Skills and Abilities:

- Strong technical skills and good written and verbal communications skills in English
- Excellent prioritisation and time management skills with strong attention to detail
- Ability to work effectively in a team environment, in programme/project/activity

- Ability to plan, evaluate, organise, manage and prioritise technical ICT matters
- Ability to handle multiple tasks and to re-prioritise and adjust where necessary
- Partnership building and coordination skills
- Self- initiation skills
- Good interpersonal skills

The Person:

The ideal candidate for the position:

- Flexible, professionally mature, intellectually curious, passionate about ICT, receptive to exploring new ideas, comfortable with ambiguity, attentive to detail and committed to development
- Demonstrates tact and diplomacy in order to establish and develop sustainable working relations and a high level of trust with government institutions, officials and other partners and stakeholders
- Able to thrive in a multi-cultural and multi-country working environment
- Demonstrates a strong sense of professionalism and team spirit.

To Apply;

Please send your resume and cover letter explaining your interest and why you qualify for the position to: hr@gesci.org indicating "ICT Officer" in the subject line. ***Please note that only applicants meeting the requirements need to apply and only candidates shortlisted for an interview will be contacted.***