GENCAD

JOB DESCRIPTION

Job Title	ICT Officer
Reports to	Project Manager
Job Location	Mandera
Contract Terms	One year

1.   THE ORGANISATION INTRODUCTION:

Generation for Change and Development International (GENCAD INTERNATIONAL) is a development NGO working with pastoralist communities in northern Kenya to overcome extreme poverty. GENCAD International was registered as an NGO in Kenya in 2010. The charity strives to empower the most vulnerable and needy to become agents of their development. GENCAD uses its limited resources strategically to either invigorate pre-existing development projects by lending new financial support and public interest or starting new projects in response to the needs of local communities. GENCAD has over ten years of humanitarian and development experience in the implementation of integrated programmes in education (scholarship, infrastructure development, resourcing of schools, libraries and laboratories), livelihood development for women and youth, women and girls' empowerment, peace and cohesion activities, WASH, social protection and emergence response during disaster in Mandera County.

Find out more about GENCAD by visiting their Website

2. **JOB SUMMARY**
Under the guidance and direct supervision of the Project Manager, the ICT Officer is responsible for the provision of consistent, efficient and responsive ICT support services to the staff located across the GENCAD offices within Mandera County and ensures the elaboration and implementation of Standard Operating Procedures (SOPS) covering ICT. He/She coordinates the implementation of various ICT strategies and protocols across GENCAD offices. He / She ensures that all personnel are aware of and familiar with ICT policies and cyber security measures.

SUMMARY OF KEY FUNCTIONS

- Effective and efficient ICT support
- Effective management of ICT equipment, tools and applications
- Management of assets
- Maintenance of the GENCAD website & managing the social media channels.
- Knowledge building and knowledge sharing

3.   Responsibilities:

3.1 Provision of effective and efficient ICT support, focusing on the achievement of the following result

　　3.1.1 Consistent and timely troubleshooting support provided to all projects and personnel.

　　3.1.2 Proactive assessment of user needs in terms of software and applications and installation of the same on computers for all relevant users.

　　3.1.3 Availability of strong, reliable and adequate internet connectivity in all GENCAD offices.

　　3.1.4 Identify new areas where computerisation is advantageous and applicable. Recommend applicable software packages to use, understanding user/client specifications, needs, and requirements to achieve client satisfaction.

　　3.1.5 Technical support provided to the procurement in defining specifications for ICT-related equipment and services and participating in procurement bid evaluations as a technical expert.

　　3.1.6 Technical support provided to projects and personnel in designing ICT-related systems and platforms for automation of processes.

　　3.1.7 Each duty station has adequate, functional, user-friendly systems to facilitate teleconference with robust audio and visual capabilities.

　　3.1.8 Training is provided to users on various ICT-related topics, and elaborate SOPs are provided on various ICT-related procedures.

　　3.1.9 All ICT services comply with GENCAD policies, regulations, rules, procedures, and local SOPs.

3.2 Effective management of ICT equipment, tools, and applications, focusing on the achievement of the following result

　　3.2.1 In-depth evaluation of the GENCAD offices' ICT capacity and requirements, identifying and prioritising areas for improvement.

3.2.2   Ongoing proactive evaluation of system performance, identifying inefficiencies and potential problems.

3.2.3   Collaboration with management for corrective actions to achieve improved and uninterrupted services.

3.2.4   Recommendation of backup options in potential problem areas beyond one's control.

3.2.5   Ensuring the security of information technology operations at all times. Develop backup programmes and ensure strict implementation.

3.2.6   Establishment of control systems to ensure that all information technology equipment is maintained regularly and in proper working condition.

3.2.7   Maintenance of application systems and in collaboration with clients/users mutual agreement on changes/modifications to existing programmes and reports generated to ensure continued system effectiveness and relevance. Provision of reports, ad hoc or otherwise, required for management information and as a tool for decision-making.

3.2.8   Proactively monitoring and maintaining telecommunications equipment, including handheld radios and satellite phones, to avoid service interruptions.

3.2.9   All warranty supporting documentation and materials are kept safe, secure and accessible during the validity period of each warranty

3.3   Support the management of assets, focusing on achieving the following results

3.3.1 All ICT assets and inventories are recorded promptly and accurately in GENCAD's assets registers.

3.3.2   All assets in all offices are registered promptly.

3.4 Knowledge building and knowledge sharing

 3.4.1 Organize, facilitate, and deliver training and learning initiatives for Business Unit personnel on Procurement-related topics.

3.4.2 Contribute to Procurement knowledge networks and communities of practice by collaboratively synthesising lessons learned and disseminating best practices.

3.4.3 Collect feedback, ideas, and internal knowledge about processes and best practices and utilise them productively.

3.5 Competencies

- Treats all individuals with respect;
- Responds sensitively to differences and encourages others to do the same.
- Upholds organisational and ethical norms.
- Maintains high standards of trustworthiness.
- Role model for diversity and inclusion.
- Acts as a positive role model, contributing to the team spirit.
- Collaborates and supports the development of others.

3.6 Education/Experience/Language requirements

Education:

- A First University degree, preferably in Computer Science, Information Technology, Network Administration/Engineering, or a related field, is preferred.

Experience:

- A minimum of two (2) years' experience in providing ICT services required in combination with a first university degree (bachelor's or equivalent)
- Experience in the international development context (working in an NGO environment) is desired.
- Experience providing general admin support and managing assets is an added advantage.
- Experience in the usage of computers and Google Suite applications.
- Experience in web Development and effective use of social media channels.

3.8 Taking up any other additional duties and responsibilities that are assigned from time to time.

3.9 ACCEPTANCE/APPROVAL

3.10

I hereby confirm that I have understood my role very clearly and that my performance will continually be judged against those roles, as herein stipulated. I understand that it is my responsibility to read and comply with the organization's policies and any revisions made to them, including abiding by the organisation's values.

Signatures:

	Name	Signature	Date
Job Holder			
Supervisor			
HR Manager			