

ICT Authority  
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## VACANCIES

The Information and Communication Technology Authority (ICTA) is a State Corporation under the Ministry of Information Communication and Technology. The corporation was established in August 2013.

The Authority is tasked with rationalizing and streamlining the management of all Government of Kenya ICT functions. Its broad mandate entails enforcing ICT standards in Government and enhancing the supervision of its electronic communication. The Authority also promotes ICT literacy, capacity, innovation and enterprise in line with the Kenya National ICT Masterplan 2017.

The ICT Authority now invites applications from suitably qualified and experienced persons with excellent academic credentials to fill the following positions to be deployed in ICT Authority Headquarters in Nairobi.

DESCRIPTION	REF	GRADE	POSITION	TERMS OF SERVICE
Principal ICT Officer - Network Engineering - NOC	ICTA/DSS/O1/2022	5	1	CONTRACT (3 YEARS)
Cost Accountant - NOC	ICTA/DSS/O2/2022	6	1	CONTRACT (3 YEARS)
Sales Officer - NOC	ICTA/DSS/O3/2022	6	1	CONTRACT (3 YEARS)
Business Development & Marketing Services Officer - NOC	ICTA/DSS/O4/2022	6	1	CONTRACT (3 YEARS)
Senior Communications Officer	ICTA/COM/O5/2022	6	1	CONTRACT (3 YEARS)
Senior ICT Officer- Software Engineer	ICTA/DSS/O6/2022	6	1	PERMANENT
ICT Officer - Data Centre Administration	ICTA/DSS/O7/2022	7	1	PERMANENT
Assistant ICT Officer	ICTA/DPS/O8/2022	7	2	CONTRACT (3 YEARS)

Assistant Human Resource Management Officer	ICTA/DCS/09/2022	8	1	PERMANENT
Driver	ICTA/DCS/10/2022	9	1	PERMANENT

*ICT Authority is an equal opportunity employer. Persons with disability and women are highly encouraged to apply*

The following documents will be required during application

1. Application Letter
2. Copy of Academic Certificates
3. Copy of Professional Certificates
4. Copy of Curriculum Vitae
5. Copy of National ID

A detailed analysis of the vacancies can be obtained from

**[www.icta.go.ke](http://www.icta.go.ke)**

Application is strictly online on

**<http://recruitment.icta.go.ke>**

Deadline for application is 14<sup>th</sup> June 2022



## 1.0 PRINCIPAL ICT OFFICER - NETWORK ENGINEERING - ICTA 5 (1 Position)

### Job Purpose

The Network Engineers Officer will be responsible for Analyzing, designing, installing, configuring, maintaining and repairing of network infrastructure and application components. They will also provide direction, information, and recommendations regarding network configurations and installations.

#### a) Job Specifications

Duties and responsibilities at this level will entail: -

- (i) Advising government organizations on the technical issues regarding ICT networks;
- (ii) Supervising the implementation of ICT networks;
- (iii) Ensuring network connectivity of all servers, workstations, telephony equipment, fax machines, and other network appliances;
- (iv) Ensuring optimal operation of all network hardware and equipment e.g. routers and switches;
- (v) Liaising with the government organizations to perform on-site analysis, diagnosis, and resolution of complex network problems for a variety of end users, and recommend and implement corrective solutions;
- (vi) Managing, planning and maintaining network cabling;
- (vii) Participating in managing all network security solutions;
- (viii) Participating in server and security audits, and system backups and recovery;
- (ix) Liaising with the Security Division to install security programs to prevent unauthorized access to privileged data and information, and oversee and network security; and

- (x) Participating in the development and review of the network standard.

**(b) Job Specifications**

- (i) At least five (5) years relevant work experience in Public or Private institution;
- (ii) Bachelor's degree in any of the following: - Computer Programming, Computer Science, Computer Engineering or related field from a recognized institution;
- (iii) Master's degree in any of the following: - Computer Programming, Computer Science, Computer Engineering or related field from a recognized institution
- (iv) Professional Diploma/Certificate;
  - a) Entry (CCENT), 89
  - b) Associate (CCNA)
  - c) Professional (CCNP)
  - d) Expert (CCIE)
  - e) CompTIA A+
  - f) CompTIA Network+
- (v) Certificate in Management Course lasting not less than four (4) weeks from a recognized qualification; and
- (vi) Shown merit and ability as reflected in work performance and results.

**C) Competencies and Skills**

- (i) Good interpersonal skills
- (ii) Proven analytical and problem-solving abilities.
- (iii) Ability to effectively prioritize tasks in a high-pressure environment
- (iv) Strong customer service orientation
- (v) Experience working in a team-oriented, collaborative environment
- (vi) People management skills
- (vii) Leadership skills

## 2.0 COST ACCOUNTANT - JOB GRADE ICTA 6- (1 Position)

### **Job Purpose**

Responsible for implementation of sound accounting and financial management systems in line with Public Finance Management Act and International Public Sector Accounting Standards

### **a) Job Description**

The duties and responsibilities entail:

- i. Target costing of the project, prepare margin analysis and trace costs back to activities
- ii. Develop cost accounting framework that facilitate reporting of contribution margins;
- iii. Preparation of the budget, control and periodic financial reporting;
- iv. Monitor budget utilization to ensure efficient utilization of allocated funds and alert management of any risks exposure;
- v. Examine monthly expenditure controls and commitments to identify possible budget deficits and alert management to allocate additional funds or control expenditure;
- vi. Review of financial procedures and policies in line with the regulations while ensuring compliance with internal controls;
- vii. Analyze, reconcile and maintain the general ledger accounts, while establishing any un reconciling items;
- viii. Prepare monthly journal entries and adjustments, including supporting document documentation and appropriate descriptions;
- ix. Prepare and analyze income statement and balance sheet schedules for annual audit;
- x. Coordinate external and internal audits and ensure its effective implementation of recommendation;
- xi. Preparation and submission of financial, accounting and management reports on weekly, monthly, quarterly and annually for decision making
- xii. Coordinate monthly cash books and bank reconciliations;
- xiii. Preparation and management of weekly, monthly and annual cash flows forecasting and reporting;
- xiv. Revenue collection, reconciliation and reporting

### **b) Job specification**

- i. For appointment to this grade, a candidate must have:

- ii. Bachelor's degree in Commerce, Accounting, Economics or Business Administration, or related field
- iii. Certified Public Accountant of Kenya (CPAK)
- iv. At least three (3) years' work experience, in a Private or Public Sector;
- v. A member in good standing of the Institute of Certified Public Accountants of Kenya (ICPAK)
- vi. Proficiency in computer applications;
- vii. Demonstrated results in work performance; and
- viii. Meet the requirements of Chapter Six (6) of the Constitution

**c) Competencies and Skills**

- i. Negotiation and communication skills
- ii. Management skills
- iii. Analytical skills
- iv. Knowledge of accounting packages
- v. Attention to details
- vi. Problem solving skills

### **3.0 SALES OFFICER - ICTA 6 (1 Position)**

**Job purpose**

The Sales Officer will be responsible for sales focusing on new customer acquisition, customer retention and growth opportunities with current customer base.

The Sales Officer will be in daily contact with current and prospective customers within the assigned. The incumbent will manage opportunity and up-selling current accounts and will solicit new business opportunities in the region.

Working closely with the technical teams, to support all sales needs, and will drive growth in the market.

**a) Job Description**

- i. Build and maintain client relations
- ii. Work with the internal department such as Network Operations Centre to engage the audience and clients more deeply
- iii. Meet and exceed KPIs and sales targets
- iv. Follow organization policies and regulations that affect the sales department
- v. Proactively pursue new business and sales opportunities
- vi. Solve problems for clients and customers by developing innovative and tailored sales solutions
- vii. Tracking the sales goals and reporting results as necessary

- viii. Evaluating sales practices and processes to see if they're having the desired impact
- ix. Promoting organization products
- x. Proactively assess, clarify, and validate customer needs on an ongoing basis
- xi. Maintain high customer satisfaction ratings that meet company standards

**b) Qualifications:**

- i. Bachelor's degree in Business, Marketing or Business Information Technology or equivalent from a recognized institution
- ii. Three years (3) relevant work experience, strong experience and knowledge in the IT Security and/or Networking market
- iii. Experience in a complex sales environment, managing demanding customer accounts
- iv. Confident self-starter with integrity and accountability; an exemplary track record of consistent achievement in a start-up experience is a plus
- v. Highly competitive, and entrepreneurial individual with a desire to tackle challenging opportunities
- vi. A passion for winning, a strong aptitude for business strategy and excellent collaboration skills

**c) Competencies**

- i. Outstanding oral and written communication skills
- ii. Strong negotiation and managerial/leadership skills
- iii. Decisive problem-solving ability and capability to assess people and situations with accuracy
- iv. Ability to deliver a clear and compelling value proposition to customers/partners
- v. Ability to thrive in a fast paced, start-up, team-oriented environment
- vi. Demonstrated leadership skills

#### **4.0 BUSINESS DEVELOPMENT & MARKETING SERVICES OFFICER - ICTA 6 (1 Position)**

##### **Job Purpose**

The Business Development and Marketing function shall entail - promoting and acquiring business opportunities for the NOFBI commercialization; identifying prospective clients for the Authority, initiating development and review of Marketing Strategies

## **a) Job Description**

The duties and responsibilities of this grade comprise -

- i. Coordinate development and review of Marketing policies, strategies and programmes for NOFBI Commercialization;
- ii. Design, develop and implement policies, procedures, methodologies and quality standards to support introduction of new products, services and innovations into the ICT Authority
- iii. Lead implementation and realization of identified opportunities
- iv. Continuous scanning of the business environment
- v. Provide advice on pricing strategies
- vi. Provide advice on market trends and dynamics;
- vii. Oversee development and implementation of corporate marketing plans and budgets for the Authority
- viii. Drive stakeholders' engagement to increase uptake and design of new products based on established needs
- ix. Monitor public perception about the NOFBI Commercial issues
- x. Guide conduct of feasibility studies for new markets for the products and services and making recommendations
- xi. Develop performance targets for marketing services;
- xii. Evaluate the effectiveness of all business development and marketing activities
- xiii. Undertake continuous analysis of competitive environment and consumer trends
- xiv. Facilitate research during product development stage to assess responsiveness to customer requirements and inform modifications before roll out
- xv. Coordinate risk and quality management system

## **b) Job Specifications**

- i. A candidate for this grade must possess the following qualifications:
- ii. Bachelor's Degree in any of the following disciplines: - Marketing, Business Management or equivalent qualification from a recognized institution
- iii. At least three (3) years relevant work experience in commercial operations
- iv. CIM Diploma in Professional Marketing (Intermediate) qualification from a recognized institution will be an added advantage
- v. Be a member of a recognized and relevant professional body in good standing
- vi. Proficiency in computer skills
- vii. Confident, driven and dynamic leader
- viii. Shown merit and ability as reflected in work performance and results



- ix. Meet the requirements of Chapter 6 of the Constitution on Leadership and Integrity
- x. Good interpersonal skills

**(c) Key Competences and skills**

- i. Risk Management
- ii. Resource Management
- iii. Knowledge Management
- iv. Managing performance
- v. Coaching

## **5.0 SENIOR COMMUNICATIONS OFFICER - ICTA 6 (1 Position)**

### **Job Purpose**

Public Communications officers will be responsible for corporate communication, development of communication and branding strategy, media liaison, stakeholder engagement, marketing, event management, website management and enhancing the image of the Authority

#### **a) Job Specification**

An officer at this level will be responsible for a wide range of communication activities which entail:

- (i) Producing publications and all content (audio visual, graphic) services to the ICT Authority;
- (ii) Preparing and organizing forums, platforms where the ICT Authority policies, programmes and projects are propagated and promoted;
- (iii) Preparing, disseminating, analyzing and monitoring content for use in the media, on the Authority's digital platforms and making appropriate recommendations pertaining to media issues;
- (iv) Undertaking activities that enhance the Authority's corporate image, protocol and customer care
- (v) Designing and editing documents, preparing presentations and liaising with departments to curate content;
- (vi) Maintaining an online information library and repository for use by the ICT Authority;
- (vii) Positioning the ICT Authority brand to ensure visibility;
- (viii) Assisting in editing and production of the ICT Authority's journal, newsletter and other key publications and key IEC materials;

- (ix) Developing a publicity and public awareness framework that will enable the ICT Authority to engage with the citizens/stakeholders and inform them about its mandate for purposes of public awareness;
- (x) Assisting in ensuring that the ICT Authority has in place internal customer satisfaction measurement mechanisms;
- (xi) Editing the ICTA publications/documents for quality control and editorial;
- (xii) Monitoring image related issues such as public perceptions to pick any negative issues touching on the ICT Authority; 324
- (xiii) Coordinating lobby/advocacy forums;
- (xiv) Undertaking activities that enhance stakeholder relationships;
- (xv) Assisting in generating communication related documents, e.g policies, strategies and communication plan; and
- (xvi) Coordinating CSR activities; and
- (xvii) Handling customer complaints, enquiries, concerns and queries.

#### **b) Personal Specifications**

an officer must have:

- (i) At least three(3) years relevant work experience in Public or Private Sector;
- (ii) Bachelors degree in any of the following fields: - Communication, Public Relations, Corporate Communication, Journalism, Mass Communications or any other equivalent qualification from a recognized institution;
- (iii) Certificate in Supervisory Skill Course lasting not less than two (2) weeks from a recognized institution for diploma holders;
- (iv) Meets the provision of Chapter Six of the Constitution;
- (v) Excellent interpersonal and communication skills;
- (vi) Certificate in computer application skills;
- (vii) Demonstrated a clear understanding of the mandate of the ICT Authority and the role of Public Communications in achievement of the same.

#### **C) Competencies and skills**

- (i) Ability to write, edit and produce a variety of communications materials for release to media and other stakeholders
- (ii) Operating knowledge of multi-media communication equipment including cameras, sound systems, visual projectors
- (iii) Excellent communication and interpersonal skills

(iv) Excellent planning and organisational skills

(v) Attention to details

## **6.0 SENIOR ICT OFFICER - SOFTWARE ENGINEERING - ICTA 6 (1 Position)**

### **Job Purpose**

The System/ Software Engineers officers will be responsible of designing, development and testing software's/applications, auditing existing systems and mitigations of potential technical risks and provide solution to the same. They will ensure that the systems are in line with the required standards and are secure by developing system access, monitoring, control and evaluation.

### **(a) Job Specifications**

Duties and responsibilities will entail:-

- (i) Participating in the entire lifecycle of cutting edge software , from design and development to integration;
- (ii) Participating in design and creation of engineering specifications for developing systems/applications;
- (iv) Participating in developing testing plans;
- (iv) Participating in determining the development methodology to use and documenting software requirements;
- (v) Participating in business short-term planning sessions to ensure understanding of business goals, direction and business requirements.
- (vi) Translating business requirements into technical requirements;
- (vii) Formulating and defining system scope and objective based on user needs and understanding of business processes;
- (viii) Developing, writing and communicates systems design, functional system specifications and functional architecture analysis;
- (ix) Developing system test cases and validates test results during and analyse testing results to ensure the solution meets the needs of the business; and
- (ix) Investigating, resolving and escalating problems and developing recommendations for resolution.

## (b) Personal Specifications

For appointment to this grade, an officer must have:-

- (i) At least three (3) years relevant work experience in the public service or Private service; 44
- (ii) Bachelor's degree in any of the following fields: Information and Communication Technology (ICT), Computer Science, Electrical Engineering, Computer Engineering, Computer Software/Computer Systems Engineering, Information Systems, Mathematics or in any other ICT related discipline from a recognized institution;
- (iii) Relevant Certifications in Enterprise Applications/Database systems development in any of the following fields:
  - a) SAP, Oracle, Microsoft,
  - b) C Programming Language Certified Associate (CLA),
  - c) C Certified Professional Programmer (CLP),
  - d) C Certified Senior Programmer (CLS),
  - e) C++ Certified Associate Programmer (CPA),
  - f) C++ Certified Professional Programmer (CPP),
  - g) C++ Certified Senior Programmer (CPS),
  - h) Certified Secure Software Lifecycle Professional (CSSLP), Microsoft Certified Solutions Developer (MCSD),
  - i) Microsoft Technology Associate (MTA),
  - j) Oracle Application Express Developer Certified Expert (Oracle APEX),
  - k) Oracle Certified Java certifications at the Associate,
  - l) Professional (OCP),
  - m) Master (OCM) and Expert (OCE),
  - n) Red Hat Certified JBoss Developer - RHCJD,
  - o) Scrum Alliance Certified Scrum Developer (CSD),

p) Java, C, C++, PHP, Objective-C, Perl and Python,

q) Oracle Certified Associate (OCA):

r) Java SE Programmer,

s) Oracle Certified Professional (OCP):

t) Java SE Programmer,

u) Oracle Certified Professional (OCP):

v) Java ME Mobile Application Developer.

(iv) Shown merit and ability as reflected in work performance and results.

### **(c) Competencies and Skills**

(i) Analytical skills;

(ii) Project management skills and ability to prioritize

(iii) Excellent organizational skills

(iv) Problem Solving

(v) Proven leadership skills

(vi) Attention to details

## **7.0 ICT OFFICER - DATA CENTRE ADMINISTRATION - ICTA 7 (1 Position)**

### **Job Purpose**

The Data Centre Administrators will be responsible for planning designing and implementation of secure common data centres.

### **(a) Job Specifications**

Duties and responsibilities at this level will entail:-

- (i) Ensuring all data Centre equipment is powered off/on in a controlled manner as per documented procedures during planned outages;
- (ii) Monitoring the data center environment and resources (power, cooling and space) and all other equipment to;
- (iii) Liaising with data center Engineers in configuring client requirements;
- (iv) Documenting operational procedures in data center;
- (iv) Maintaining a full register of data center equipment;
- (v) Assisting resolving data center requests/faults logged;
- (vii) Working closely with 3rd party service providers on data center management;
- (viii) Participating in the monitoring of data center cyber security threats;
- (ix) Participating in creating and implementing (including testing) Business Continuity and Disaster Recovery plans for Government data centers; and
- (ix) Participating in the development and review of the network standard.

**(b) Personal Specifications**

For appointment to this grade an officer must have:-

- (i) Bachelors degree in any of the following:- Internet Technology, Management, Computer science or related field from a recognized institution; and
- (ii) Professional Diploma/Certificate
  - a) CDCMP
  - b) CCNP
  - c) VMWare Certified Professional (VCP6-DCV)
  - d) DC Certified Associate
  - e) BISCO

**(c) Competencies and Skills**

- (i) Good interpersonal skills
- (ii) Proven analytical and problem-solving abilities.
- (iii) Ability to effectively prioritize tasks in a high-pressure environment
- (iv) Strong customer service orientation

## **8.0 ASSISTANT ICT OFFICER - ICTA 7 (2 Positions)**

### **Job Purpose**

This is the entry grade for this cadre. An officer at this level will work under the guidance of a senior officer.

#### **(a) Job Specifications**

- (i) Maintaining support systems and training of users;
- (ii) Maintaining of Information Communication Technology equipment 266 and associated peripherals;
- (iii) Maintaining data protection system;
- (iv) Installing and supporting servers;
- (v) Installing and deployment of relevant hardware and software;
- (vi) Providing user support and training users; and
- (vii) Performing technical, systems and user documentation.

#### **(b) Personal Specifications**

For appointment to this grade, an officer must have: -

- (i) Bachelor's degree in any of the following disciplines: -  
Computer Science, Information Technology, Business Information Technology or its equivalent qualification from recognized institution; and
- (ii) Meets the requirements of Chapter Six of the Constitution.

#### **(c) Competencies and Skills**

- (i) Good written and oral communication skills; good interpersonal skills
- (ii) Ability to conduct research into enterprise networking issues and products as required
- (iii) Proven analytical and problem-solving abilities.
- (iv) Ability to effectively prioritize tasks in a high-pressure environment
- (iv) Strong customer service orientation
- (vi) Experience working in a team-oriented, collaborative environment

## **9.0. ASSISTANT HUMAN RESOURCE MANAGEMENT OFFICER - ICTA 8 (1 Position)**

### **Job Purpose**

Human Resource Officers are responsible for the management of the Human Resources function; including formulation, periodic review and implementation of HR policies; compensation and benefits; staff training and development (competent and productive workforce); employee industrial relations; and performance management.

### **a) Job Specifications**

This will be the entry and training grade for this cadre. An officer at this level will work under the guidance of a senior officer. Duties and responsibilities at this level will entail:

- (i) Issuing personal particulars forms and official secrets declaration forms to newly recruited staff for filling;
- (ii) Collecting and keeping bio data for newly employed staff;
- (iii) Updating employees' bio-data and ensuring integrity and safety of information;
- (iv) Responding to application for employment letters;
- (iv) Acquiring and distributing staff employment cards;
- (vi) Updating staff compliment and establishment;
- (vii) Processing employee employment details;
- (viii) Opening and closing official personal staff/general files;



- (ix) Compiling of staff attendance data;
- (x) Processing and computation of all categories of leave;
- (xi) Collecting and collating data for training needs analysis;
- (xii) Maintaining relevant HR stamps;
- (xiii) Sorting, filing and dispatching relevant HR mails and other correspondence documents;
- (xiv) Drafting routine correspondence; and
- (xv) Participating in updating the HR Information System.

#### **b) Personal Specifications**

For appointment to this grade, a candidate must have: -

- (i) Diploma in Human Resource Management, Human Resource Development, Industrial Relations, Labour Relations or any other relevant and equivalent qualification from a recognized institution;

**OR**

- (ii) Certified Public Secretaries Part II;
- (iii) Meets the provision of Chapter Six (6) of the Constitution; and
- (iv) Certificate in computer application skills from a recognized institution.

#### **c) Competencies and Skills**

- (i) Communication;
- (ii) Working with people;
- (iii) Applying technical expertise;
- (iv) Customer and stakeholder orientation
- (v) Drive for results;
- (vi) Attention to details

## **10.0 DRIVER - ICTA 9 (1 Position)**

### **Job Purpose**

Drivers are responsible for ensuring that all vehicles are maintained in good order to ensure smooth mobility of employees of the Service.

#### **(a) Job Specifications**

This is the entry grade for this Cadre. Duties and responsibilities at this level will entail:

- (i) Maintaining work tickets for the vehicle assigned;
- (ii) Driving the vehicle as authorized;
- (iii) Maintaining security of the vehicle on and off the road, safety of the passengers including baggage;
- (iv) Maintaining cleanliness of the vehicle and submitting reports as required;
- (iv) Carrying out routine checks on the vehicles' cooling and oil systems, electrical systems, tyre pressure and brakes; and
- (vi) Detecting and repairing minor malfunctioning.

#### **(b) Job and Personal Specifications**

For appointment to this grade, a candidate must:

- (i) Have Kenya Certificate of Secondary Education mean grade D (Plain) or its equivalent qualification from a recognized institution;
- (ii) Have four (4) years driving experience in a reputable organization;
- (iii) Have a current Driving License free from current endorsements and valid for any of the classes of vehicles which the candidate is required to drive;

- (iv) Have attended a First Aid Certificate Course lasting not less than one week at St. John Ambulance or Kenya Institute of Highways and Building Technology (KIHBT) or any other recognized institution;
- (v) Be in possession of a valid certificate of Good Conduct from the National Police Service;
- (vi) Have passed the suitability test for Drivers;
- (vii) Have passed Occupational Trade Test III for drivers;
- (vii) Have good interpersonal and communications skills;
- (ix) Have knowledge of computer operations;
- (x) Meets the provisions of Chapter six of the Constitution; and
- (xi) Be of proven integrity, transparency and accountability.

**( c) Competencies and Skills**

- (i) Communication;
- (ii) Interpersonal Skills;
- (ii) Time management;
- (iv) Focus on Service delivery;
- (v) Professional Skills;
- (vi) Analytical Skills;
- (vi) Disciplined; and
- (viii) Ability to work under pressure