CAREER OPPORTUNITY

ICT OFFICER

St John Ambulance is a first aid and health charity organization incorporated in Kenya under the St John Ambulance of Kenya Act, Cap. 259 of the laws of Kenya with mandates to provide emergency medical care and promote charitable works aimed at reducing human suffering, and to provide technical support to the medical services in the country among other functions.

The Organization is looking for an **ICT Officer** to serve at the Headquarters Office. This position reports to the **Head of Finance**

JOB RESPONSIBILITIES

- Install and configure computer hardware operating systems and applications.
- Assist employees in resolving IT-related problems promptly.
- Implement and enforce data security protocols and measures to protect sensitive information.
- Manage all system and application passwords, permissions and other credentials.
- Provide technical support for software and hardware, including office telephones, mobile phones and support with live events and online classes.
- Test and evaluate new technologies while supporting the roll-out of new applications.
- Ensure systems are secured from external threats like hacking, virus attacks, physical damage and ensure restricted access to server rooms.
- Web hosting management and other related activities
- Conduct regular backups and ensure data recovery processes are in place.
- Monitor and maintain computer systems and networks.
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults.
- Support administration and upgrades of the overall ICT infrastructure according to organizational needs, technical needs, and best practices.
- Manage the ICT inventory.
- Identify possible risks associated with electronic data in accordance to the data protection regulations
- Provide security awareness briefings to the teams on a regular basis.
- Develop and implement all IT policies; review and update IT policies and procedures, ensuring compliance with industry standards, and promote awareness to employees on IT policies and security best practices.
- Configure the Local Area Network and ensure Internet connectivity.
- Repair ICT equipment and related accessories.
- Conduct electrical safety checks on computer equipment.
- Any other duties related to this position allocated by supervisor or any person in authority.

QUALIFICATIONS

- Bachelor's degree / Diploma in Information Technology, Computer Science, or a related field.
- Certifications: MCSE, CCNA or any other relevant certification
- Minimum of 3 years proven experience in IT support and system administration
- Familiarity with cybersecurity practices and data protection regulations.
- Strong competency in Networking.
- Familiarity with software platforms including Microsoft 365 (e.g., Power BI) Azure Cloud.
- Strong Communication skills.
- Project management skills.

- Ability to work under intense conditions.
- Strategic decision-making skills.
- Problem solving skills.

APPLICATION PROCESS

Qualified and interested applicants are invited to send an application letter and a curriculum vitae **quoting the job title on the subject line** to recruit@stjohnkenya.org by **22nd December 2023.** Candidates are required to **state salary expectations in the application Letter**. Only shortlisted candidates will be contacted. Canvassing will lead to disqualification.