



## **KENYA TRADE NETWORK AGENCY – KENTRADE**

### **VACANCY ANNOUNCEMENT**

The Kenya Trade Network Agency (KenTrade) is a State Corporation under the National Treasury whose mandate is to implement, operationalize and manage the Kenya National Electronic Single Window System (Kenya TradeNet System) as well as Trade Facilitation.

To fulfil our mandate, we wish to engage suitably qualified candidates who meet the requirements of Chapter 6 of the Kenya Constitution for the following positions;

#### **I. Webmaster Grade KTNA 7 (1 Post)**

**Job Title:** Webmaster

**Reports to:** Manager, Innovations and Solutions Development

#### **Purpose for the Job**

Ensure that the servers hosting site content are running at expected uptime and performance, designing the website, generating and revising web pages, testing, replying to user comments, examining traffic through the site and ensuring KenTrade's web presence on social media.

#### **Duties and responsibilities**

- i. Maintain KenTrade's web presence by posting new content in a timely manner and archiving outdated content and the intranet;
- ii. Make improvements to KenTrade's website and the intranet as required by the Agency;

- iii. Work closely with KenTrade's head of communications to determine suitable content for KenTrade's website;
- iv. Track site usage statistics and monitor performance;
- v. Develop and maintain new online resources, asked questions and database;
- vi. Test website across browsers, operating systems, devices and take appropriate remedial action for deviations noticed;
- vii. Ensure consistent look and feel across the website by promoting uniform font, formatting, icons, images and layout, and creating appropriate templates to assist content authors;
- viii. Find, diagnose and fix website problems including broken links, typographical errors and formatting inconsistencies;
- ix. Optimize loading speeds and capacity;
- x. Oversee the implementation of security measures to safeguard KenTrade's website;
- xi. Designing and building intranet applications;
- xii. Address user complaints on the website and intranet;
- xiii. Monitor and analyze site performance;
- xiv. Undertaking such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role.

### **Minimum Academic, Professional Qualifications & requirements**

- i. Bachelor's Degree in Graphic design, Information Technology, Computer Science, Business IT or related from a recognized Institution
- ii. Certification in web programming and design is an added advantage
- iii. 3 years minimum proven work experience as a web master or web developer
- iv. Proficiency in HTML/CSS, XML, knowledge of SQL and JavaScript is preferred
- v. Meets provision of chapter six of the Constitution

## **2. Product and Application Development Officer – Grade KTNA 7 (one post)**

**Job Title:** Product and application development officer

**Reports to:** Manager, Innovations and solutions development

### **Purpose for the Job**

Analyze needs, designs, develops and tests new or existing programs and applications.

### **Duties and responsibilities**

- i. Compiling and writing documentation of program development and subsequent revisions, inserting comments in the coded instructions so that others can understand the program.
- ii. Testing of developed applications.
- iii. Writing, updating and maintaining computer programs or software packages to handle specific jobs, such as storing and retrieving data, or controlling other equipment.
- iv. Maintenance of applications, repair or expansion of existing programs to increase operating efficiency or adapt to new requirements.
- v. Writing, analyzing, reviewing and rewriting programs, using workflow charts and diagrams, and applying knowledge of computer capabilities, subject matter and symbolic logic.
- vi. Writing or contributing to instructions or manuals to guide end users.
- vii. Providing program support for computer operators or system analysts to define and resolve problems in running computer programs.
- viii. Training end users.
- ix. Undertaking such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role.

## **Minimum Qualifications & requirements**

- i. Bachelor's Degree in Software programming, Computer Science, Information Technology, Business IT or related form a recognized institution
- ii. 3 years minimum work experience in software development
- iii. Proficiency in Java or equivalent object-oriented language (C#, C++, PHP, Python)
- iv. Meets provision of chapter six of the Constitution

### **3. Customer Service Assistant – Grade KTNA 9 (one post)**

**Job Title:** Customer Service Assistant

**Reports to:** Customer Service Officer

#### **Purpose for the Job**

Responding to a wide range of enquiries from both the general public and customers by providing advice and information regarding processing transactional services and assessing customer needs, in a prompt, efficient and courteous manner.

#### **Duties and responsibilities**

- i. To answer incoming enquiries and to requests for information received by e-mail, SMS walkins, or voice mail. Ensuring that all customers' queries are answered according to the KenTrade Customer Service Charter;
- ii. Ensuring complaints or compliments are keyed into the system or escalated to the Regional Representatives;
- iii. Preparing operational/daily reports as appropriate and forward to Regional Representatives.
- iv. To provide advice and assistance to customers in the most appropriate format to meet their needs, demonstrating due attention to customer care and professional approach at all times;
- v. To follow up previous customer requests and to update system and customers as appropriate.

- vi. To use the provided software applications and other electronic information systems appropriately and in accordance with procedure;
- vii. Log all contacts in the customer database system accurately and maintain accurate and up Log all contacts in the customer database system accurately
- viii. To quickly identify situations requiring specialist information and advice customers appropriately;
- ix. To maintain an awareness of all relevant service developments and participate in all aspects of training of users so as to improve effectiveness and efficiency of service delivery;
- x. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role.

### **Minimum Qualifications & requirements**

- i. Diploma in relevant field
- ii. Certificate in Computer Application
- iii. At least two (2) years of experience in a service Industry (added advantage)
- iv. Meets the requirements of chapter six of the Constitution

### **HOW TO APPLY**

Qualified and Interested candidates are requested to submit their applications, Curriculum Vitae that contains details of qualifications, experience, copies of certificates & relevant testimonials, email and telephone contacts including names, telephone and email contacts of three (3) referees who must be familiar with the candidates previous work experience.

Candidates interested in these positions are also expected to fulfil the requirements of Chapter Six of the Constitution of Kenya. Specifically, they must obtain and submit with their application copies of the following documents;

- i. Certificate of Good Conduct from the Directorate of Criminal investigations (CID)
- ii. Clearance Certificate from Higher Education Loans Board (HELB)
- iii. Tax Compliance Certificate from Kenya Revenue Authority (KRA)
- iv. Clearance from the Ethics & Anti-corruption Authority (EACC)

- v. Clearance from Credit Reference Bureau (CRB)

Please note that applications **without the Chapter 6 requirements SHALL NOT be considered.**

Applications should be addressed as detailed below and be sent by post, hand delivery or email so as to be received not later than **November 26, 2018.**

**The Chief Executive Officer  
Kenya Trade Network Agency  
1<sup>st</sup> Floor, Embankment Plaza  
Longonot Rd - Upperhill  
P.O. Box 36943-00200  
NAIROBI**

**[vacancies@kentrade.go.ke](mailto:vacancies@kentrade.go.ke)**

**KenTrade is an Equal Opportunity Employer – women and persons with disability are encouraged to apply.**

*Any form of canvassing shall lead to automatic disqualification and only shortlisted candidates shall be contacted.*