



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 (KNESWS) as well as Trade Facilitation.

To fulfil our mandate, we wish to engage suitably qualified candidate who meets the requirements of Chapter 6 of the Kenya Constitution for the following position;

ICT SUPPORT ASSISTANT ON TEMPORARY TERMS ONE (I) POST

Job Title: ICT Support Assistant

Reports to: Assistant Manager Infrastructure and Service Management

Duration: Six (6) months (renewable once)

Purpose for the Job

The position is responsible for managing the ICT helpdesk, providing technical support to resolve reported issues, installing software and devices and managing general administrative ICT issues the department.

Duties & Responsibilities

Duties and responsibilities at this level will entail: -

1. Receive and log in ICT incidents
2. Provide first line support
3. Escalate unresolved ICT incidents to specialist areas
4. Track and monitor ICT incidents up to closure
5. Generate progress reports
6. Troubleshoot and provide second line support
7. Communicate resolution of incidents to users

Minimum Academic, Professional Qualifications and Experience

- i. Bachelor's degree in Information Technology, Computer Science or related field

- from a recognized institution
- ii. Cisco Certified Network Associate (CCNA), Microsoft Certified Engineer (MCSE) certification
- iii. At least two (2) years' experience in ICT Service.

Candidates interested in this position are also expected to fulfil the requirements of Chapter Six of the Constitution of Kenya. Specifically, they must obtain and submit with their application **copy of Certificate of Good Conduct from the Directorate of Criminal investigations (CID).**

Applications should be addressed as detailed below and be sent by post, hand delivery or email so as to be received not later than **January 11, 2019.**

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