



## **CAREER OPPORTUNITIES**

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 qualified candidates who also meet the requirements of Chapter 6 of the Kenya Constitution for the following positions;

### **I. Assistant Manager Administration & Facilities Management – KTNA 4**

**Job Title:** Assistant Manager Administration & Facilities Management

**Reports to:** Manager HR & Administration

**Duty Station:** Nairobi

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

To ensure that the Agency facilities are in a secure state, security services well executed, assets are well maintained, transport services are seamlessly coordinated, occupational safety and health and fire safety requirements are well taken care of and staff offering administration services are supervised in order to achieve the Agency Mandate.

#### **Duties and Responsibilities Duties and responsibilities**

- i. Facilities management (repair & maintenance, management of lease agreement, office space planning, furniture layout, photocopying and printing facilities, office parking slots, washrooms, lightings, air circulation etc.);

- ii. Work environment management in liaison with contractors and service providers (cleanliness, fumigation, emergency procedures, health, fire protection/safety and waste management);
- iii. Oversee implementation of service provider's contracts (cleaning, courier, outside catering etc);
- iv. Managing Agency vehicle fleet and all transport needs of the Agency staff;
- v. Efficient staff welfare services such as office tea, drinking water, washrooms facilities;
- vi. Monitoring relevant insurance policy and lodging claims;
- vii. Monitoring and reporting on the administration budget expenditure;
- viii. Advising the management on the security requirements for the Agency and developing sound security and procedures;
- ix. Managing any internal investigations and acting as liaison officer with all other interested parties, including the police, regulators and auditors;
- x. Plan and carry out security awareness training and sensitization briefs to all staff;
- xi. Coordinate drills and ensure that adequate measures are taken to prevent fire risks;
- xii. Undertake 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 and Experience**

- i. Master's degree in Business Administration, Public Administration, Social Sciences or equivalent qualification from a recognized institution;
- ii. Bachelor's degree in Public Administration, Business Administration, Office Management, Social Sciences or related qualification from a recognized institution;
- iii. Supervisory course lasting not less than two (2) weeks from a recognized institution
- iv. Relevant experience of not less than eight (8) years;
- v. Must meet the provisions of Chapter Six of the Constitution.

## **2. Systems Administrator – KTNA 7**

**Job Title:** System Administrator – KTNA 7

**Reports to:** Assistant Manager, Data and Systems Management

**Duty Station:**

Nairobi

### **Purpose for the Job**

The purpose of this job is to ensure effective provisioning, installation/configuration, operation and maintenance of systems, hardware and software and related infrastructure.

### **Duties and Responsibilities**

- i. Design and Implement Complex multi-server architectures;
- ii. Controlling access permissions and privileges of corporate systems as per set policies, procedures and User needs;
- iii. Manage both UNIX/LINUX and Windows based Virtualised Server environments;
- iv. Installing and configuring System software's;
- v. Documentation of systems configurations;
- vi. Troubleshooting and fixing of any reported system problems;
- vii. Responsible for system performance tuning;
- viii. Regularly Apply system updates and patches;
- ix. Assess user and stakeholder needs and propose cost effective solutions;
- x. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job.

### **Minimum Academic, Professional Qualifications and Experience**

- i. Bachelor's degree in Information Technology, Computer Science or related from a recognized institution;
- ii. MCSA, RHCE or equivalent, Linux Server Operating System Certification;
- iii. Relevant work experience shall be an added advantage;
- iv. Meets provision of chapter six of the Constitution.

### **3. Database Administrator – KTNA 7**

**Job Title:**

Database Administrator

**Reports to:**

Manager IT Infrastructure

**Duty Station:** Nairobi

### **Purpose for the Job**

The job is responsible for the performance, integrity and security of the databases. Additional role requirements include planning, development and troubleshooting of database solutions.

### **Duties and Responsibilities**

- i. Planning and implementing databases;
- ii. Establishing the needs of users and monitoring user access and security, controlling access permissions and privileges;
- iii. Controlling access permissions and privileges of Agency databases;
- iv. Monitoring performance and managing parameters to provide fast query response to front end users
- v. Database design;
- vi. Writing database documentation, including data standards, procedures and definitions for the data dictionary (metadata – data about data);
- vii. Testing back-up and recovery, ensuring that storage, archiving, backup and recovery procedures are functioning correctly;
- viii. Ensure database integrity and security;
- ix. Undertake 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 and Experience**

- i. Bachelor's Degree Information Technology, Computer Science, or related from a recognized institution;
- ii. Oracle Certified Professional (OCP) certification;
- iii. Relevant experience shall be an added advantage;
- iv. Must meet the provisions of Chapter Six of the Constitution.

## **4. Infrastructure Engineer – KTNA 7**

**Job Title:** Infrastructure Engineer

**Reports to:** Manager IT Infrastructure

**Duty Station:** Nairobi

### **Purpose for the Job**

- i. Analyzing, designing, installing, configuring, maintaining and repairing of network infrastructure and application components;
- ii. Evaluate, maintain, install and train staff to ensure the computer network and hardware performance meets company best practice and user satisfaction;
- iii. Provide direction, information, and recommendations regarding network configurations and installations.

### **Duties and Responsibilities**

- i. Design, setup and configure complex switching environments, wireless networks (that support secured access and the ability to support voice and video applications) and Firewalls, VPN, concentrators and security appliances for access to vital mission critical applications;
- ii. Maintain network security through proper configuration of VPN and Firewalls;
- iii. Maintain the LAN and its associated components (switches, structured cabling, power provisioning, etc.) and both the wired and the wireless network inclusive of performance, security, throughput and upgrades;
- iv. Implement multi user environments, including IP address schemes, DNS, WINS, Ether- Channel;
- v. Provide technical assistance and support to internal staff, vendors, and partner agencies;
- vi. Develop and implement upgrades by developing, testing, evaluating and installing enhancements;
- vii. Create and maintain comprehensive documentation for implemented networks;
- viii. To ensure that all work and changes to infrastructure components are performed in such a way as to minimize disruptions to existing ICT services;
- ix. Keep track of KenTrade's infrastructure assets and ensure that the infrastructure and data is kept secure at all times;

- x. Ensure that technology is used, managed and supported in accordance with KenTrade's standards, policies and procedures;
- xi. Undertake 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 and Experience**

- i. Bachelor's degree in ICT, Computer Science, Electrical Engineering or related from a recognized institution;
- ii. Professional training – CCNA or HCNA;
- iii. Relevant experience in Networks and Datacenters shall be an added advantage;
- iv. Must meet the provisions of Chapter Six of the Constitution.

### **5. Accountant – KTNA 7**

**Job Title:** Accountant

**Reports to:** Manager, Finance

**Duty Station:** Nairobi

### **Purpose for the Job**

To manage daily financial management services and provides strategic input regarding the financial affairs of the Agency and ensure compliance with Government policy and International Financial Reporting Standards.

### **Duties and Responsibilities**

- i. Processing payment vouchers;
- ii. Examining payment vouchers;
- iii. Preparing financial management reports for internal and external use;
- iv. Complying with financial processes procedures and regulations;
- v. Balancing cashbooks on daily basis and providing cash liquidity analysis;
- vi. Ensuring projects overheads remittances are done;
- vii. Preparing bank reconciliations and maintaining general ledger accounts;
- viii. Preparing customers and suppliers records for payment;
- ix. Filing and retrieving of accountable documents;

- x. Undertaking daily banking;
- xi. Preparing statutory payments;
- xii. Maintaining an inventory on all bank accounts of the Agency and their approved signatories;
- xiii. Facilitate internal and external audits;
- xiv. Revenue reporting and management;
- xv. Credit management and control;
- xvi. Undertake 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 and Experience**

- i. Bachelor's degree in Commerce (Accounting or Finance option), Business Administration (Accounting option), or equivalent qualification from a recognized institution;
- ii. Completed the Certified Public Accountant (CPA) Examination offered by Kenya Accounts and Secretaries Examination Board (KASNEB) or that offered by the Association of Certified Chartered Accountants (ACCA) or other equivalent qualification from a recognized institution;
- iii. Experience in finance or accounting shall be an added advantage;
- iv. Must meet the provisions of Chapter Six of the Constitution.

## **6. Legal Officer – KTNA 7**

**Job Title:** Legal Officer

**Reports to:** Assistant Manager, Legal Affairs

**Duty Station:** Nairobi

### **Purpose for the Job**

Assists in providing legal advice to the Organization for it to make informed Legal decisions and ensuring that the Agency's legal obligations are met in accordance with its mandate.

### **Duties and Responsibilities**

- i. Receiving sermons for litigation matters;

- ii. Drafting court pleadings, managing Court diaries and files and Preparing reports on litigation matters;
- iii. Responding to correspondences and issues arising out of all court matters;
- iv. Liaise with external counsel regarding the supply of information and materials relating to complex cases;
- v. Draw up, review and submit service level agreements, contracts, agreements and other legal documents in which the Organization is a party;
- vi. Maintaining records of contracts, leases, loan agreements and the covenants therein.
- vii. Ensure that insurance policies and performance bonds for contractors are always up to date and inform Contractors to renew performance bonds;
- viii. Undertaking legal research;
- ix. Undertake 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 and Experience**

- i. Bachelor of Laws degree from a recognized institution
- ii. Post Graduate Diploma in Law of Kenya School of Law
- iii. Advocate of the High Court of Kenya
- iv. Member of The Law Society of Kenya with a Valid practicing Certificate
- v. Must meet the provisions of Chapter Six of the Constitution.
- vi. Relevant experience shall be an added advantage

## **7. Executive Assistant – KTNA 9**

**Job Title:** Executive Assistant

**Reports to:** Manager, HR & Administration

**Duty Station:** Nairobi

### **Purpose for the Job**

To provide, perform, coordinate, and oversee high-level office administrative duties to ensure that services are provided in an effective and timely manner.



## **Duties and Responsibilities**

- i. Review correspondence, reports and official documents and ensure adherence to administrative guidelines and overall quality of outputs requiring the Executives signature.
- ii. Maintain effective communication channels and ensure quality and timelines of information emanating from the office, independently decides and follows through information as necessary.
- iii. Manage meeting appointments, and itinerary as per the respective office.
- iv. Coordinate travel arrangements as the executive's itinerary.
- v. Develop and maintain relevant records and retrieval of files/documents for easy access and security.
- vi. Develop an extensive network of contacts at senior levels, both internally, externally and government officials.
- vii. Oversee office calendars of events, plan and coordinate meetings and take minutes on need basis.
- viii. Manage the incoming mail process, sort and route all mail to the respective office.
- ix. Respond to telephone inquiries to the executive's office, and guide the caller to the appropriate officers.
- x. Undertake 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 and Experience**

- i. Diploma in Secretarial studies or other relevant Diploma from a recognized institution.
- ii. Must meet the provisions of Chapter Six of the Constitution.
- iii. Relevant experience shall be an added advantage

### **8. Accounts Assistant – KTNA 9**

**Job Title:** Accounts Assistant

**Reports to:** Manager, Finance

**Duty Station:** Nairobi

**Purpose for the Job**

To manage daily financial management services and ensure compliance with Government policy and International Financial Reporting Standards.

### **Duties and Responsibilities**

- i. Preparing vouchers and committal documents in accordance with laid down rules and regulations;
- ii. capturing primary data;
- iii. Filing accounting documents;
- iv. Preparing simple financial reports such as bank reconciliations and on-demand reports;
- v. Preparing invoices;
- vi. Ensuring safe custody of accountable documents;
- vii. Maintaining primary records such as cashbooks, ledgers and registers;
- viii. Post invoices, payments expense accruals and other expenditure journals into the accounting system;
- ix. Make postings to the Accounting System for Accounts receivables and reconciliations of receivables to the general Ledger;
- x. Prepare adequate supporting Schedules in support of Revenue account balances in the Financial Statements on weekly, monthly, quarterly and annual basis;
- xi. Undertake 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 and Experience**

- i. Diploma in Commerce (Accounting or Finance option), Business Administration (Accounting option), CPA (Finalist), ACCA or any other equivalent qualification from a recognized institution;
- ii. Must meet the provisions of Chapter Six of the Constitution.

## **9. Contact Centre Assistant – KTNA 9**

**Job Title:** Contact Centre Assistant

**Reports to:** Contact Centre Officer

**Duty Station:** Mombasa

## **Purpose for the Job**

Responding to customer requests, queries and complaints through phone calls, emails, Social Media, web chat and walk-ins. It involves professional handling of customers by providing exceptional customer service in order to fulfill the agency's mandate.

## **Duties and Responsibilities**

- i. Effective management of inbound and outbound enquiries received through telephone calls, e-mail, SMS;
- ii. Ensuring that all customers' queries are addressed according to the KenTrade customer service charter;
- iii. Ensuring complaints or compliments are captured in system and escalated to Subject Matter Experts within agreed timelines;
- iv. Preparing operational/daily reports and forward to supervisor;
- v. Provide advice and communication using "scripts" when handling customers in the most appropriate format, demonstrating due attention to details and professionalism;
- vi. Adhering to day to day running and operations of the Call Centre including set Key Performance Indicators (KPIs);
- vii. Ensure adherence to systems and processes for timely and accurate reporting;
- viii. Work in coordination with IT and Trade Facilitation and Value Add Services team for quicker response and resolution to customer issues;
- ix. Undertake 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 and Experience**

- i. Diploma in a relevant field from a recognized institution;
- ii. Must meet the provisions of Chapter Six of the Constitution.

### **10. Customer Service Assistant – KTNA 9**

**Job Title:** Customer Service Assistant

**Reports to:** Manager, Customer Service and Contact Centre

**Duty Station:** Malaba

## **Purpose for the Job**

Assist in the day to day operations of the regional offices, ensuring SLA with partner government agencies are adhered to and ensuring the Kenya Tradenet system users are trained in the regions.

## **Duties and Responsibilities**

- i. Support all regional stakeholders to ensure import/export process are done in TradeNet system;
- ii. Organise all regional stakeholder system sensitization forums;
- iii. Implementing the customer service charter at the region and the extended territories;
- iv. Conduct periodic review of customer service processes at the regional offices and the extended territories;
- v. Facilitate and coordinate customer service survey and ensure timely reporting;
- vi. Training of the Kenya TradeNet system users at the region and their extended territories;
- vii. Ensure the resolution of all customer/Public complaints within the region;
- viii. Ensure timely reports & statistics relating to customer service border offices and the extended territories;
- ix. Review and facilitate reform initiatives relating to customer processes;
- x. Undertake 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 and Experience**

- i. Diploma in a relevant field from a recognized institution;
- ii. Must meet the provisions of Chapter Six of the Constitution.

## **HOW TO APPLY**

- A. Qualified and interested candidates are requested to submit their application letter, curriculum vitae (that contains details of qualifications, work experience, email and telephone contacts including names, telephone and email contacts of three (3) referees who must be familiar

with the candidates' previous work experience) and copies of all certificates & relevant testimonials.

B. Visit: <https://portal.kentrade.go.ke/recruitment>

- i. Create a user account
- ii. Create your profile – *Edit your profile if you already have an account.*
  - *The information on the profile is split into tabs that the user must fill out before submitting a job application which includes the following;*
    - i. Biodata - General Contact information about the applicant
    - ii. Academic qualifications - with the certificates attached;
    - iii. Professional qualifications - with the certificates attached;
    - iv. Employment history – Record of previous employers
    - v. Referees
    - vi. Attach application letter, CV
    - vii. Input current and expected salary;
    - viii. Submit application;
    - ix. Click **My Applications** to check or confirm if your application has been successfully submitted;

All applications must be received not later than close of business **Monday June 06, 2022.**

**KenTrade values diversity therefore women and Persons with Disability (PWD) are strongly encouraged to apply.**