KENYA TRADE NETWORK AGENCY (KENTRADE)
A Global Leader in Trade Facilitation

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DATE: AUGUST 19,2025   **ADVERT NO KTNA 01/2025/2026**

CAREER OPPORTUNITIES

JOB DESCRIPTIONS (READVERTISAMENT)

1.   Director Trade facilitation – KTNA 2

Job Title	:	Director Trade facilitation – KTNA 2
Reports to	:	CEO
Duty Station	:	Nairobi

Purpose for the Job

To Continuously analyze the trade facilitation trends available for conducting trade within Kenya and globally and make appropriate recommendations to reduce the impact of tariff and non-tariff barriers to trade.

Engage and lobby the trade community in both the public and private sectors across the supply chain with a view to strengthening capacity as regards to measures to facilitate and ease trade in Kenya and the region.

Oversee the Operationalization and Management of the National Electronic Single Window System (NESWS) and other Value-Added Systems as Trade Facilitation Tools.

Duties and Responsibilities

i.   Prepare strategic business models, annual budgets and business and performance work plans to enable trade facilitation.

ii.   To continuously analyze the supply chain and recommend trade facilitation strategies required to improve trade processes and procedures by working closely with relevant stakeholders & other partners, representatives of business and trading community in Kenya and the region in order to identify and specify needs, strengths and weaknesses in the existing systems and procedures for facilitating trade.

iii. Conduct consultative workshops with relevant partners to strengthen capacity, facilitate and ease trade and cooperate with the trading community.
iv. To assess the current business and to promote comprehensive cooperation and understanding among public sector and trading community.
v. To provide expertise and recommendations as to how to adapt internationally acclaimed trade facilitation measures to local realities.
vi. To identify institutional, legal and functional gaps which hinder the introduction of trade facilitation measures in the country and recommend appropriate action.
vii. Ensure good customer service function.
viii. To engage and lobby the trade community across trade logistics.
ix. Manage research & development function through the executive and optimal use of the NESWS as a trade facilitation tool.
x. To oversee business systems reengineering among the users of single window system continuous improvement of business environment.

Minimum Academic, Professional Qualifications and Experience

i. Relevant experience in trade facilitation of not less than twelve (12) years, seven (7) of which should be in a senior management position.
ii. Master's Degree business field - Commerce, economics or in any business-related field from a recognized institution.
iii. Bachelor's degree in a business field - Commerce, economics, Computer Science, Engineering, Actuarial Science (STEM - Science, Technology, Engineering, and Mathematics) in addition to the master's in business degree Requirement or in any business-related field from a recognized institution.
iv. Qualifications and exposure in transport logistics and shipping.
v. Knowledge of international convention/agreements such as World Trade Organization, EAC Protocol etc is an added advantage.
vi. Be a member in good standing to a professional body.
vii. Leadership development programme lasting not less than four (4) weeks from a recognized institution.
viii. Meets the provision of Chapter Six of the Constitution.

2. Internal Auditor – Information Systems – KTNA 7

Job Title: Internal Auditor – Information Systems

Reports to: Manager Internal Audit

Duty Station: Nairobi

Purpose for the Job

To provide independent assurance, consulting and advisory function to the Board and management of KenTrade meant to add value through the systematic evaluation of the organizations processes and operations to assure the effectiveness and efficiency of compliance, internal control, risk management and governance processes.

Duties and Responsibilities

1. Conduct preliminary review of all areas of the organization to establish a risk-based work plan of action at the beginning of each financial year, for presentation to the manager internal audit for approval. The plan includes audit activities, risk management coordination, quality management and compliance reviews.
2. Conduct assigned audits (regulatory, compliance or operational review/audits) as per the approved internal audit work plan to ensure effectiveness and efficiency of operations, compliance with relevant laws, policies, procedures and best practice.
3. Perform audits of information systems controls including system development standards, programming controls, backup and disaster recovery, system security, data integrity, database administration and end user control and system maintenance.
4. Reviewing compliance with regulations, instructions and procedures in implementation of ICT systems.
5. Conduct regular internal control assessments of the Agency's Information Systems and ICT Infrastructure.
6. Identify the level of conformance with established rules, regulations policies and procedures and recommend suitability of internal control design and areas for improvement.
7. Conduct audits of revenue and expenditure from time to time to ensure that controls to safeguard them are maintained at all times.
8. Prepare audit finding memoranda and working papers to ensure that adequate documentation exists to support the completed audits and conclusions.
9. Effectively test and document the results of audit carried out ensuring that conclusions, findings and recommendations are properly supported.
10. Prepare and present written and oral reports and other technical information in a pertinent, concise, and accurate manner for distribution to management.
11. Conduct operational, compliance, financial and investigative audits, as assigned.
12. Follow up on audit findings to ensure that management has taken corrective action(s).

Minimum Academic, Professional Qualifications and Experience

    i.   At least three (3) years' experience in information systems auditing.
    ii.   A bachelor's degree in finance, Accounting, Information Systems or any other relevant degree or its equivalent from a recognized Institution.
    iii.   Certification in Information Systems Audit.
    iv.   Certified Public Accountant of Kenya CPA(K)
    v.   Membership to the Institute of Internal Auditors in Good Standing (IIA) or Membership with the Institute of Certified Public Accountants of Kenya (ICPAK) or ISACA in Good Standing.
    vi.   Meets the provision of Chapter Six of the Constitution.

JOB DESCRIPTIONS (NEW)

3.   Assistant Manager Risk Management & Compliance – KTNA 4

Job Title   :   **Assistant Manager Risk Management & Compliance**

Reports to   :   **Manager Strategy, Compliance and Statistics**

Duty Station   :   Nairobi

Purpose for the Job

To advise on any risks or potential risks facing the Agency, under the guidance of the Manager. The Risk Management Officer will guide Departmental Heads to identify and assess threats, put plans in place to address or mitigate the risks and guide on how to avoid, reduce or transfer risks. The Officer will also guide the Agency on compliance related requirements including compliance monitoring and reporting.

Duties and Responsibilities

1) Plan, design and implement an overall risk management framework for the Agency.
2) Plan, design and maintain records relating to the Corporate Quality Management System.
3) Conduct risk-based preliminary review of all functional areas of the Agency to establish a risk-based work plan of action at the beginning of each financial year. The plan includes audit activities, risk management coordination, quality management and compliance reviews.
4) Ensure the implementation of the approved work plan, directly and through subordinates, by undertaking activities which include audit and compliance reviews,

risk management coordination and quality management system activities and prepare reports of the same.

5) Develop, implement and review audit and risk management policies for the Agency.

6) Provide leadership to management and staff on compliance and risk aspects on various decisions and activities.

7) Coordinate preparation and implementation of risk registers and implement them in line with the approved work plan across all the functional areas.

8) Monitor developments in various regulations, laws and developments that affect the Agency to ensure up to date advice on compliance and risk management.

9) To implement policies and guidelines for the development and preparation of departmental annual work plans.

10) To manage the monitoring systems for departmental performance indicators and standards, including ensuring data quality and compliance with internal and external requirements.

11) Any other duties assigned by the supervisor related to the role.

Minimum Academic, Professional Qualifications and Experience

  i.   Relevant experience of not less than eight (8) years
 ii.   Master's degree in economics, Strategic Management, Business Administration/Management from or equivalent from a recognized institution.
iii.   Bachelor's degree in social sciences, Economics, Business Management, Commerce or equivalent from a recognized institution.
 iv.   Management/Supervisory Course lasting not less than two (2) weeks from a recognized institution.
  v.   Risk Certification
 vi.   Membership to a relevant professional body in good standing
vii.   Attention to detail and Good interpersonal skills
viii. Excellent analytical skills
 ix.   Good planning and organization skills.
  x.   Must meet the provisions of chapter six of the constitution

4. Assistant Manager Human Resource & Administration – KTNA 4

Job Title   :   Assistant Manager Human Resource & Administration

Reports to   :   Manager, Human Resource and Administration

Duty Station   :   Nairobi

Purpose for the Job

Responsible for coordinating and supporting HR and Administration functions which include recruitment & selection, employee development, performance management, benefits administration, employee welfare, administration, facility management, records management and other related functions to achieve the Agency mandate

Duties and Responsibilities

1. Coordinate recruitment, selection and onboarding processes.
2. Coordinate the performance management process and ensure effective implementation of the performance management system
3. Coordinate staff training and development planning and execution
4. Implement the career plans and succession planning activities
5. Coordinate the development and implementation of development programmes such as internship, management trainees, coaching and mentoring.
6. Coordinate effective induction programmes
7. Provide basic counselling to staff who have performance-related obstacles
8. Monitor the implementation of employee medical schemes and health & safety programmes. Monitoring relevant Agency insurance policies and lodging claims.
9. Coordinate the employee separation process
10. Implementation of the various staff welfare activities as outlined in the policies and procedures.
11. Coordinate Leave Management and Monitor staff attendance including punctuality and absenteeism.
12. Administration of the staff pension scheme activities in liaison with the service providers.
13. Implementation of the performance contract activities relating to human resources department.
14. Payroll management.
15. Facilities management (repair & maintenance, management of lease agreement, office space planning, furniture layout, photocopying and printing facilities, office parking slots, washrooms, lighting, air circulation etc.).
16. Work environment management in liaison with contractors and service providers (cleanliness, fumigation, emergency procedures, health, fire protection/safety and waste management).
17. Monitor implementation of service provider's contracts (cleaning, courier, outside catering etc).
18. Managing the Agency vehicle fleet and all transport needs of the Agency staff.
19. Monitoring and reporting on the human resource and administration budget expenditure.
20. Advising the management on the security requirements for the Agency and proposing sound security policies and procedures. Plan and carry out security

awareness training and sensitization briefs to all staff. Coordinate drills and ensure that adequate measures are taken to prevent fire risks.

21. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility for this job.

Minimum Academic, Professional Qualifications and Experience

   i.   Relevant experience of not less than eight (8) years.

   ii. Master's degree in human resource management, Human Resource Development or Business Administration from a recognized institution or equivalent qualification

   iii. Bachelor's degree in Human Resource Management, Human Resource Development or Business Administration or any other relevant degree from a recognized institution.

   iv. Certified Human Resource Practitioner of Kenya (CHRPK)

   v.   Management/Supervisory Course lasting not less than two (2) weeks from a recognized institution.

   vi. Practicing member of the Institute of Human Resource Management (IHRM) in good standing.

   vii. Meets the provision of Chapter Six of the Constitution.

5.   Quality Assurance Officer– KTNA 7

Job Title   :   Quality Assurance Officer

Reports to   :   Manager Projects

Duty Station   :   Nairobi

Purpose for the Job

To assist in determining and establishing procedures and quality standards for all KenTrade projects and systems and to monitor the same against agreed targets and to ensure that all KenTrade projects and internal systems have been delivered as per standard quality in line with best practice.

Duties and responsibilities

1. Develop, document, and execute test cases/scripts based on system specifications and user requirements.
2. Perform testing for functional and non-functional requirements.

3. Ensure software products meet established quality standards before deployment to production environments.
4. Participate in quality assurance for software releases.
5. Coordinate requests for production migration after testing.
6. Identify, log, and prioritize identified bugs or system inconsistencies.
7. Collaborate with project managers, business analysts and system analysts to resolve issues.
8. Collaborate with business analysts and users during User Acceptance Testing (UAT) to validate business requirements and user satisfaction.
9. Document test outcomes, track bug fixes, and confirm resolutions.
10. Prepare reports on test outcomes and facilitate signoffs by relevant stakeholders.
11. Any other duties assigned by the supervisor related to the role.

Minimum Academic, Professional Qualifications and Experience

i. Bachelor's' Degree in Information Technology, Business, Commerce, Social Sciences or related field from a recognized institution.
ii. Certification in Software Quality Assurance or Project Management.
iii. Three (3) years' experience in Software testing or related fields.
iv. Meets the provision of chapter six of the constitution.

6. **System Administrator – KTNA 7**

Job Title **:** **System Administrator**

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

Duty Station **:** Nairobi

Purpose for the Job

The **Systems Administrator** will be responsible for ensuring the smooth operation of IT services and performance of the Agency's Systems.

Duties and Responsibilities

13. Managing and maintaining enterprise servers, networks, and storage solutions.
14. Implementing and enforcing system policies and best practices.
15. Performing system updates, backups, and disaster recovery planning.
16. Providing technical support and troubleshooting IT-related issues.
17. Monitoring system performance and ensuring high availability.
18. Collaborating with internal teams to enhance IT infrastructure and system efficiency.

19. Ensuring compliance with IT policies and regulatory requirements.
20. Managing user accounts, access controls, and system permissions.
21. Coordinating with vendors and service providers for IT-related procurements and support.
22. Documenting system configurations, procedures, and troubleshooting steps.
23. Any other duties assigned by the supervisor related to the role.

Minimum Academic, Professional Qualifications and Experience

i. Bachelor's degree in computer science, Information Technology, or a related field.
ii. At least three (3) years of relevant experience in system administration.
iii. Proficiency in Windows and Linux server Operating Systems.
iv. Experience with cloud platforms, virtualization, and network administration.
v. Strong knowledge of Systems security best practices.
vi. Professional certifications -Microsoft Certified Azure Administrator or Red Hat Certified System Administrator (RHCSA) or Equivalent.
vii. Meets provision of chapter six of the Constitution.

7.   Information Security Officer – KTNA 7

Job Title   :   **Information Security Officer**

Reports to   :   **Manager IT Infrastructure**

Duty Station   :   Nairobi

Purpose for the Job

The **ICT Security Officer** will be responsible for safeguarding the organization's IT systems, networks, and data from security threats and vulnerabilities.

Duties and Responsibilities

1. Developing and implementing IT security policies, protocols, and best practices.
2. Monitoring networks and systems for security breaches, threats, and vulnerabilities.
3. Conducting risk assessments and security audits to ensure compliance with security standards.
4. Responding to security incidents and implementing corrective measures.
5. Managing firewalls, intrusion detection systems, and other security infrastructure Components
6. Ensuring compliance with data protection laws and industry regulations.
7. Providing security awareness training to staff and promoting cybersecurity best practices.

8. Collaborating with relevant stakeholders to enhance cybersecurity resilience.
9. Documenting security incidents, procedures, and mitigation strategies.
10. Any other duties assigned by the supervisor related to the role.

Minimum Academic, Professional Qualifications and Experience

i.   Bachelor's degree in computer science, Information Technology, Cybersecurity, or a related field.
ii.   At least three (3) years of relevant experience in cybersecurity.
iii.   Strong knowledge of IT security frameworks, policies, and best practices.
iv.   Experience with network security tools, firewalls, and threat detection systems.
v.   Proficiency in Windows and Linux server environments.
vi.   Certified Ethical Hacker (CEH) or CSX Cybersecurity Practitioner (CSX-P.
vii.   CISSP or CompTIA Security+ will be an added advantage.
viii.   Meets provision of chapter six of the Constitution

8. Customer Service Officer – KTNA 7

Job Title	:	**Customer Service Officer**
Reports to	:	**Manager Customer Service and Contact Centre**
Duty Station	:	Nairobi

Purpose for the Job

The primary role of the Customer Service Officer will be to respond to a variety of customer requests concerning the Single Window System at the various Border points. The Customer Service officer will be the first point of contact and will attend to queries and inquiries via telephone/email or site visits.

Duties and Responsibilities

1. Implement a customer service policy for the organization.
2. Ensure efficient and prompt handling of all Customers' inquiries / complaints whether relayed by phone, letter, e-mail or in person.
3. Provide system support to Single Window System users through telephone, email or premise visits.
4. Providing training to Single Window System users on the business process and operations of the system.
5. Implement customer service standards; respond promptly to customer inquiries; and resolve problems and complaints.

6. Identify customer service trends; determine system improvements and implement desired change within agreed timelines.
7. Keep detailed records of customer interactions and transactions, record details of inquiries, comments, complaints, and of actions taken.
8. Determine customer service requirements by undertaking research and analyzing customer needs.
9. Improve customer service quality and aid the supervisor in ensuring that all relevant standards within the customer care section are met.
10. Prepare daily, weekly, and monthly statistical reports as appropriate.
11. Create and maintain a positive, supportive, customer-oriented environment for all the organization and non- organization clients
12. Supervise and manage customer service assistants.
13. 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 a Commerce, Business Administration/ICT or related field from a recognized institution
    ii.   At least three (3) years of relevant experience.
    iii.   Meets provision of chapter six of the Constitution

  9. Contact Centre Assistant (2 posts) – KTNA 9

Job Title : **Contact Centre Assistant**

Reports to : **Contact Centre Officer**

Duty Station : Nairobi

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 fulfil the agency's mandate.

Duties and Responsibilities

1. Effective management of inbound and outbound enquiries received through telephone calls, e-mail, SMS;
2. Ensuring that all customers' queries are addressed according to the KenTrade customer service charter;
3. Ensuring complaints or compliments are captured in the system and escalated to Subject Matter Experts within agreed timelines;

4. Preparing operational/daily reports and forward to supervisor;
5. Provide advice and communication using "scripts" when handling customers in the most appropriate format, demonstrating due attention to details and professionalism.
6. Adhering to day to day running and operations of the Call Centre including set Key Performance Indicators (KPIs);
7. Ensure adherence to systems and processes for timely and accurate reporting;
8. Work in coordination with IT and Trade Facilitation and Value Add Services team for quicker response and resolution to customer issues;
9. 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 relevant field
ii. Meets provision 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. Successful candidates shall be required to obtain and submit **valid** copies of the following documents before an offer is made.

i. **Certificate of Good Conduct** from the Directorate of Criminal investigations (CID)
ii. **Clearance** Certificate from the Higher Education Loans Board (HELB)
iii. **Tax Compliance** Certificate from Kenya Revenue Authority (KRA)
iv. **Clearance** form from the Ethics & Anti-corruption Authority (EACC)
v. **Clearance** certificate from a recognized Credit Reference Bureau (CRB)

C. Visit: https://portal.kentrade.go.ke/careers

From there, you will be directed to the e-recruitment portal where you can:
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 information about the applicant
  ii. Academic qualifications – attach certificates
  iii. Professional qualifications – attach certificates
  iv. Employment history – Record of previous employers
  v. Referees
  vi. Attach aapplication 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 submitted <u>online through the recruitment</u> portal on or before 5.00 pm Tuesday September 09, 2025. Hard copy submissions <u>will not</u> be accepted.

The Kenya Trade Network Agency is committed to upholding the provisions of the Constitution, specifically Chapter 232(1), which emphasizes **fair competition and merit**, **representation of Kenya's diverse communities**, and **equal employment opportunities** for men and women, members of all ethnic groups, and persons with disabilities. **Therefore, persons with disabilities, marginalized groups, and minorities are strongly encouraged to apply.**

Beware of fraudsters:

The Kenya Trade Network Agency does **not** charge any fees at any stage of the recruitment process — including application, shortlisting, interviews, or appointment.
Any individuals or parties requesting such payments while posing as Agency staff are **impostors** and should be reported to the relevant authorities.