

VACANCY ANNOUNCEMENTS

SOS Children's Villages in Kenya is a member of the SOS Children's Villages International (CVI) Federation. SOS Children's Villages in Kenya is a child-focused Non-Governmental Organization established in 1973 to provide care and support to children who have lost or are at risk of losing the care of their biological family.

The organization's vision is "No child should grow up alone" and its programmes are driven by the mission of "building families for children in need, helping them shape their own futures and sharing in the development of their communities". In this regard, the organization works to reduce poverty; increase access to quality education and decent work; reduce inequalities and build strong institutions as laid out in SDGs 1, 4,8,10 and 16.

This is done through programmes that are geared towards addressing the political, economic, health and social root causes that lead to high levels of child vulnerability and put families at risk of breaking down. The programmes focus on Alternative Care, Family Strengthening, Youth Empowerment, Education, Health Care and Advocacy.

SOS Children's Villages in Kenya implements programmes in five (5) of Kenya's 47 Counties namely Nairobi, Mombasa, Uasin Gishu, Kisumu and Meru. SOS Children's Villages. We seek to recruit suitably qualified persons to fill the positions of; **ICT Assistant** to be based at the **National Office** and **ICT Coach** to be based at SOS Children's Village Buru Buru.

1. ICT ASSISTANT- 1 Position (National Office)

Job Summary: Reporting to the **National ICT Manager**, the ICT Assistant will provide effective IT systems, ensure implementation of IT standards and policies, and provide technology support and solutions to meet the needs of SOS Children's Villages Kenya. H/She will provide user training on common business applications and use of SOS Children's Villages Kenya ICT systems. H/She will support technologies which include but are not limited to: **Microsoft office 365, Inventory system, Cisco Meraki wired and wireless devices, Microsoft Azure Active Directory, Windows OS, MS Office suites**, end user workstations, /laptops and various proprietary and commercial software applications and hardware.

Key performance areas and main responsibilities:

- Provide 1st level end-user technical support to SOS Children Villages Kenya Windows & Android end users & all ICT iHubs users (H/W & S/W support)
- Assist the National ICT Manager in implementation of ICT4D projects i.e., Digital Village projects.
- Liaise with ICT Coaches to ensure iHub beneficiaries benefit to the maximum.
- Generate Digital Village reports as required.
- Diagnose and handle basic repairs for Computers/laptops before escalation to vendors.
- Configuration of new computers which will involve Joining computers to domain (Ms Azure) Installation applications such as Microsoft Office, Antivirus etc.
- Ensure that, all software on SOS Children's Villages Kenya equipment is licensed and keep record of licenses
- Monitor network to ensure network functionality and availability to all system users.
- Handle the relocation of computer equipment as a result of office or personnel changes.
- Maintaining documentation of processes, procedures, and troubleshooting guides.
- Performing preventive maintenance of Laptops, PCs & Conferencing systems

- Maintain an up-to-date ICT inventory of H/W & S/W.
- Liaising with vendors on delivery of ICT services.
- Any other duties as assigned

Required Technical Expertise, skills and Knowledge

1. **Diploma in Computer Science/ Information Technology. Degree in Computer Science/ Information Technology** is an added advantage.
2. At least **2 years** relevant work experience in similar field.
3. Practical experience in networked environment and support for remote users
4. Extensive ability to use and support of standard micro computing applications such as Microsoft OFFICE SUITE and office 365
5. Knowledge of supporting Windows client and virtual servers.
6. Excellent communication skills both orally and in writing (English and Swahili)
7. High quality written & oral communication ability
8. Excellent interpersonal, organizational, multi-tasking and time-management skills

1. ICT COACH: 1 Position (SOS Children's Village Nairobi)

Job Summary: Reporting to the **National ICT Manager**, the **ICT Coach** shall be responsible for training the Digital Village beneficiaries on Computer Skills to improve digital literacy. The ICT Coach is expected to deliver training on productivity tools, Windows operating system components, standard Business applications such as Microsoft Office suit & Cyber security related courses.

Key performance areas and main responsibilities:

Please note that the duties are not limited to the items outlined below and are subject to periodic review.

Training

- Provide quality efficient teaching in basic ICT skills (Beginners) as well as advanced ICT skills with available resource
- Develop necessary content for teaching based on the required syllabus and course specification
- Content needs to be developed in a timely fashion and includes, but is not limited to schemes of work, lesson plans, course outlines, teaching notes, handouts, visual aids, etc
- Ensure that all marking, assessments, and moderations are complete. Liaise with Digital Village Assistant as appropriate to ensure that work is fully and effectively covered.
- Encourage and promote the process of student learning.

Administration

- Ensure records of student achievements are maintained
- Keep accurate up-to-date registers of classes taught of learner attendances and marks
- Advise the Digital Village Assistant on material and equipment needs, for existing and proposed courses and produce requisitions as required.

- Assist with student interviews and course enrolments.

Curriculum Development

- Maintain knowledge of new developments in the curriculum, courses, and teaching practices and keep course material.
- Undertake such training as may be required and requested for such development.
- Develop short courses in your own specialist area as appropriate.

General

- Attend staff meetings when requested.
- General maintenance and cleanliness of the iHub
- Ensure rules and regulations for the iHub are created and followed.
- Be aware of and maintain the iHubs approach to security and discipline.

Minimum Qualifications & Experience Required

1. **Diploma in ICT** or equivalent.
2. **Diploma in Technical Teacher Education**
3. Relevant **two years** of experience in **ICT training**
4. Able to demonstrate that they can satisfactorily perform the duties by reference to their previous work experience.
5. ICDL Certified trainer is an added advantage
6. Advanced knowledge in Microsoft windows client operating systems
7. Advanced knowledge in Microsoft office products
8. Hands on experience on Microsoft Office 365 services
9. Proven experience in conducting training on Microsoft office, Microsoft Client operating systems and productivity tools
10. Proven experience managing ICT trainings
11. Willing to Certify new technology trainings in short possible timeskills both orally and in writing (English and Swahili)
12. High quality written & oral communication ability
13. Excellent interpersonal, organizational, multi-tasking and time-management skills

Child Protection Policy

At all times, avoid actions or behaviour that could be construed as poor or potentially abusive practice. Whatever decisions and actions taken should be with the best interest of the child in mind.

Data Protection Policy

At all times ensure that personal data of donors, sponsors, SOS Children's Villages Kenya beneficiaries and their families as well as co-workers is handled confidentially and in accordance with prevailing SOS-Kinderdorf International data protection laws.

How to Apply

If you believe your experience, competencies and qualifications match the job and role specifications described; send a **Cover Letter & updated CV in PDF** with details of 3 traceable

referees one of which must be immediate former employer to recruitment@soskenya.org addressed to the Human Resources Manager to reach us on or before **3rd October 2022** **specifying the position interested in.**

Please indicate your current and expected salary in your cover letter.

Only shortlisted candidates will be contacted

SOS Children's Villages holds strict child safeguarding principles and a zero-tolerance policy for conducts of sexual harassment, exploitation and abuse in the workplace and other places where the organization's activities are rendered. Parallel to technical competence, recruitment, selection and hiring decisions will give due emphasize to assessing candidates value congruence and thorough background checks, police clearance reference check processes.

SOS Children's Villages is an equal opportunity employer and its Recruitment Policy addresses itself to the core values of best practice, diversity and equality.