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## Call for Expression of Interest - IT Specialist

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### **About KI**

Katiba Institute (KI) is a research and litigation organization established in 2011 to support the implementation of Kenya's 2010 Constitution and generally assist in developing a culture of constitutionalism in Kenya. It undertakes constitutional research, comments on policy and laws from a constitutional perspective, and publishes books and other material on the Constitution. Much of its work is going to court to enforce rights under the Constitution and ensure the proper performance of constitutional duties and responsibilities. KI also fosters constitutionalism in the East African region by promoting the exchange of academic discourse on constitutional issues and working with like-minded organizations to secure greater freedoms in the East African Region.

KI is registered as a company limited by guarantee. An Executive Director heads it and has a distinguished Board. It operates under three departments: Public Interest Litigation (PIL) Unit; Research and Publication with Civic Education and Capacity Building; and Finance and Operations with institutional strengthening. Staff in the various departments do not work in silos but operate consultative and cooperatively. KI also provides internship opportunities for students to develop their skills through working on various projects under the supervision of staff members.

### **About the position**

We seek a qualified IT Technician to install and maintain computer systems and networks to ensure the highest functionality. The Technician will also “train” users of the systems to make appropriate and safe usage of the IT infrastructure.

A successful IT Technician must have a thorough knowledge of computer software, hardware, and various internet applications, networks, and operating systems. The ideal firm/individual will also have excellent troubleshooting abilities and attention to detail.

The goal is to build and maintain updated and efficient computer systems and networks to optimize the role of technology in business sustainability.

### **Responsibilities**

- Conduct regular trainings on existing software;
- Consult in the development of document storage and retention policies;
- Maintain computer hardware (HDD, mouses, keyboards, etc.) to ensure functionality;
- Install and configure appropriate software and functions according to specifications;

- Develop and maintain local networks in ways that optimize performance;
- Ensure security and privacy of networks and computer systems;
- Provide orientation and guidance to users on how to operate new software and computer equipment;
- Organize and schedule upgrades, maintenance, and software renewals without deterring others from completing their work;
- Perform troubleshooting to diagnose and resolve problems, i.e., repair or replace parts, and debugging, among others;
- Maintain records/logs of repairs and fixes and maintenance schedule;
- Identify computer or network equipment shortages and place orders.

### **Requirements and skills**

- Degree in Computer Science, engineering or a relevant field;
- Certification as IT Technician will be an advantage (e.g., CompTIA A+, Microsoft Certified IT Professional)
- Proven experience in undertaking the above role as an IT Technician or relevant position;
- Excellent in-depth diagnostic and problem-solving skills;
- In-depth understanding of diverse computer systems and networks;
- Extensive knowledge of common software platforms, including Microsoft Office, Microsoft Dynamics, Foxit and related pdf software, and Bitdefender.
- Outstanding knowledge of internet security and data privacy principles;
- Understanding of legal compliance for data security and data protection under Kenyan law;
- Excellent communication skills;
- Outstanding organizational and time-management skills with an excellent turnaround time in computer maintenance and repairs.

### **Scope of work**

The IT Technician will be engaged on a consultancy basis with on-call availability and scheduled days for on-site activities.

### **Submissions of applications**

Please email a company profile and names and contacts of three referees to: [procurement@katibainstitute.org](mailto:procurement@katibainstitute.org) with the subject line IT Specialist. The application must reach us by latest **11 pm** on **31 July 2023**

*Katiba Institute does not solicit fees for any advertisement/expression of interest.*