

Job Title:	Country ICT Administrative Assistant Kenya
Department:	ICT
Reports to:	Country ICT Manager, Kenya
Supervises:	None
Revision Date:	

Job Purpose

The Country ICT Administrative Assistant is an integral member of the ICT Team, providing essential technical support to the Group and ensuring the smooth operation of key systems and resources. The ICT Assistant will work closely with Group staff, group Schools other ICT personnel including third-party vendors, and other members of the Group IT team to provide timely and effective support under the direction of the Country ICT Manager.

Key Responsibilities:

Web Platform Support & Maintenance:

- Manage the Group's official website, including content updates, search engine optimisation (SEO), and security monitoring.
- Provide technical support for the Group's learning management platform, including user account management, troubleshooting, and training.
- Manage and support websites that include payment integration and ticketing for school events and activities.
- Collaborate with third-party vendors for web platform maintenance, upgrades, and troubleshooting.
- Maintain accurate documentation of all managed systems and their configurations.
- Ensure web platforms are accessible, user-friendly, and compliant with relevant regulations.

Library System Support:

- Provide technical support for the library's automated system, including data entry, cataloguing, circulation, and troubleshooting.
- Train library staff on the use of the library system and online resources.
- Assist in the development and implementation of library technology initiatives.

IT Resource Management:

- Manage the Group's IT inventory, including hardware, software, and peripherals.
- Assist with the procurement and deployment of new IT equipment.
- Ensure the security and integrity of Group data through regular backups and security audits.

First-Level Support:

- Provide first-level technical support to Group staff, including password resets, software installations, and troubleshooting email and network connectivity issues.
- Escalate complex issues to higher-level IT support when necessary.

Teamwork & Collaboration:

- Actively participate as a member of the Group IT team, sharing knowledge and assisting other team members as needed.
- Contribute to a positive and collaborative work environment.

Other Duties as Assigned:

- Assist with other IT-related tasks, including software installations, hardware maintenance, and troubleshooting.
- Participate in professional development activities to stay current with emerging technologies and best practices.

Qualifications:

- Associate's degree in Information Technology, Computer Science, or a related field, or equivalent experience.
- 1-2 years of experience in an IT support role, preferably in an educational setting.
- Strong knowledge of web technologies (HTML, CSS, JavaScript) and database management principles.
- Experience with library automation systems and online library resources.
- Experience with e-commerce platforms, payment gateways, and ticketing systems is a strong plus.
- Excellent problem-solving, communication, and interpersonal skills.
- Strong organisational and time-management skills.
- Ability to work independently and as part of a team.¹
- Ability to effectively communicate and collaborate with third-party vendors.
- Strong teamwork and collaboration skills.
- Strong documentation and record-keeping skills.
- Relevant IT certifications (e.g., CompTIA A+, Network+) are a plus.

Approval Job Holder	Supervisor
Country ICT Admin Assistant, Kenya Signature: _____ Date: _____	Country ICT Manager, Kenya Signature: _____ Date: _____