



VACANCY ANNOUNCEMENT

The National AIDS Control Council (NACC) is a state Corporation whose mission is to provide policy and strategic framework for mobilizing and coordinating resources for the prevention of HIV transmission and provision of care and support to the infected and affected people in Kenya. More details of our mandate and contacts can be found in the website www.nacc.or.ke In our efforts to fulfil this mandate, the NACC seeks to recruit suitable candidates for the following position:

IT SERVICE DESK OFFICER – NACC 6

Name of Organization	NACC
Job Title	IT SERVICIE DESK OFFICER
Reports to	HEAD MIS
Grade	NACC 6
Department	FINANCE AND ADMINISTRATION
Business Purpose/Objective	Ensure that NACC’s management information systems are maintained and secured in order to provide authentic information and that users are trained in their use to optimize output
Accountabilities (Responsibilities)	
<ul style="list-style-type: none"> • Receive all ICT user issues/helpdesk, document, resolve or assign to relevant MIS officer(s). Monitor call to resolution and escalate as appropriate. • Perform Network management tasks ensuring that NACC’s network policies are properly administered through appropriate planning, design, implementation and monitoring of services; • Provide first line end-user support for the Local Area Network (LAN), hardware/software (i.e. Personal Computers (PC’s), laptops, printers and accessories), carry out software configuration/upgrades and liaise with the contracted PC/Servers/Printers/Scanners service provider to ensure that equipment is serviced as per scheduled to avoid any unnecessary down time; • Provide first line support for all NACC applications and systems; • Provide basic in-house user training to the users on PCs hardware/software applications usage; • Implement approved MIS usage policies and manage software CDs, backup media, manuals and software licenses • Assist system administrator in managing user e-mail accounts and implement email operational and security policies; • Implement and administer network security, i.e., antivirus, firewalls, etc; • Ensure the physical security of the server room is adhered to by keeping appropriate access control 	

and log of users (if any) accessing the server rooms and implement server/service security and logs	
Educational	<ul style="list-style-type: none"> • Bachelor's degree in Computer Science or IT or numerate degree with a strong bias in IT or equivalent qualification from recognized institution; • ICT certification with bias to Microsoft and CISCO
Experience	Minimum of two (2) years working knowledge in as an IT officer in a busy environment.
Key competencies	<ul style="list-style-type: none"> • IT proficiency • Analytical skills • Operating system knowledge • Good interpersonal and communication skills

The above position is on three (3) year contract basis renewable subject to satisfactory performance through a formal appraisal. The individual recruited shall be of high integrity and able to work within a team. If you fulfil the above requirements, you are invited to submit an application letter together with an up to date CV, copies of certificates, testimonials, names and contacts of three professional referees in a sealed envelope by 5:00 p.m **on Friday, March 10, 2017** to the address provided below.

NACC is an equal opportunity employer and does NOT discriminate any applicant on the basis of their HIV status, ethnic background, sex, religion, disability, or marital status yet is attentive to gender, regional and ethnic balance. Only shortlisted candidates will be contacted. Canvassing will lead to automatic disqualification.

The Director
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KENYA