



**UNIVERSITY OF NAIROBI  
INTERNAL ADVERTISEMENT**

Applications are invited for the following position:

**CHIEF ICT OFFICER (USER SUPPORT SERVICES) GRADE 12, INFORMATION AND COMMUNICATION TECHNOLOGY CENTRE (ICTC), CENTRAL ADMINISTRATION, ADVERT REF AC/9/211/23 - 8 POSTS**

**Job Specifications (Applicants shall have)**

- Either a MSc. in Computer Science or Information Systems plus five years (5) experience at the level of Senior ICT Officer Grade 8/9/10 (DEF) **OR** a BSc in any of the above areas plus seven (7) years at the level of Senior ICT Officer Grade 8/9/10 (DEF). In addition, must have at least three (3) years computer and network support experience in a corporate environment, one (1) year's team management experience.
- Must have technical skills in networks infrastructure and service management, effective communication and good interpersonal skills and sound analytical and diagnostic skills.

**Duties and responsibilities:**

1. To survey, analyze and make recommendations on ICT services in campuses.
2. To implement and maintain LAN infrastructure in line with the established policy and standards and in line with the targets as will be set from time to time.
3. To monitor and ensure optimal performance of communication links.
4. To prepare preventive maintenance schedules and ensure timely executions.
5. To Plan for and implement campus hardware repair.
6. To plan for and maintain copies of necessary software for the smooth running of the support function.
7. To enforce the provisions of the ICT Security Policy.
8. To identify skill requirements for ICT staff in campus and arrange for appropriate training.
9. To develop and implement appropriate user training curriculum and training course content.
10. To supervise the personnel of the User Support Section in the campus
11. To manage the activities of the User Support Section in the campus
12. To perform any other duties assigned by the Director, ICT

**NOTES**

1. Applicants should email their application letters, certified copies of certificates and curriculum vitae (CV) giving details of their qualifications, experience and three (3) referees, as well as indicating their telephone and e-mail contacts.
2. Applications and related documents should be forwarded to the Director, Human Resource, University of Nairobi.
3. Applicants should state their current designations, salaries and other benefits attached to those designations.
4. The application letter must bear the reference code indicated in the advertisement.
5. Late applications will not be considered.
6. Applications should be emailed as one file in PDF to: [recruit-cictouss@uonbi.ac.ke](mailto:recruit-cictouss@uonbi.ac.ke)

**CLOSING DATE: FRIDAY, OCTOBER 13, 2023**

**THE UNIVERSITY OF NAIROBI IS AN EQUAL OPPORTUNITY EMPLOYER.  
ONLY SHORTLISTED APPLICANTS WILL**