Application Instructions

Information Technology Assistant

Minimum Base Annual Salary **Kshs. 2,152,002**. This remuneration does not include:

- 13th month bonus
- miscellaneous allowances
- 90% health insurance premium contribution
- other mandatory contributions

Starting Base Annual Salary may be increased up to a maximum range and commensurate with documented salary history (e.g. Employer’s pay slip, statement of pay). Annual performance-based increases possible with satisfactory performance reviews.

Please note: This position is based in **Kisumu**. Housing is not provided and relocation costs are not paid.

Interested and qualified applicants are required to access the complete Application Instructions and Statement of Work at [https://www.peacecorps.gov/kenya/contracts/](https://www.peacecorps.gov/kenya/contracts/)

Failure to follow Application Instructions will result in your Application being rejected.

1. Applications accepted by email only at [KE-Recruitment@peacecorps.gov](mailto:KE-Recruitment@peacecorps.gov)
2. Your application email subject line should include the position and your full legal name, for example “IT Assistant – full legal name”
3. Applications that do not meet all requirements will be discarded
4. Attach 1 single file including a combined Cover Letter (describing how you meet the minimum qualifications) and your current CV only
5. Attachment size is limited to 1MB, emails with larger file sizes will be discarded.
6. Attach only Word or PDF files, ZIP/compressed not accepted.
7. Application updates and confirmations of applications received are not provided. If selected for shortlist interview, you will be contacted by phone and/or email
8. Telephone inquiries are not accepted.

All hires are contingent upon funding availability.

**Deadline to Apply: 28 January 2022 at 8:00 AM local Kenya time**
STATEMENT OF WORK

<table>
<thead>
<tr>
<th>Position</th>
<th>Information Technology Assistant (ITA)</th>
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<tbody>
<tr>
<td>Division/ Department</td>
<td>Executive Office</td>
</tr>
<tr>
<td>Duty Station</td>
<td>Kisumu, Kenya</td>
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<tr>
<td>Reports to</td>
<td>Information Technology Specialist (ITS)</td>
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<tr>
<td>Open to</td>
<td>Preference will be given to candidates who are citizens or permanent residents of Kenya. Dual United States citizenship must be disclosed in the CV and Cover Letter.</td>
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The Information Technology Assistant (ITA) reports directly to the Information Technology Specialist (ITS) with technical guidance provided by the International Technical Support group in Washington, DC. The ITA is the primary contact for first-tier technical support, staff training, online content management, and policy compliance at post. Daily tasks will be managed by the IT Specialist. The ITA will be required to travel and assist with IT related issues in an event that the ITS is not able to travel to remote offices. The ITA will act as the Post IT Specialist backup when IT Specialist is absent.

MDAs and Duties for this position:

- **Customer Technical Support (30%)**
  - Provide first-tier computer, printer, network, and software application support for all staff. Escalate unresolved problems to the IT Specialist. Solicits assistance from the post’s Information Technology Specialist (ITS) when encountering issues beyond his/her expertise.
    - Assist the ITS in the management of the telephone system and photocopiers and with prior approval, escalate issues not resolved to Vendors that will come in to resolves such issues
    - Assist staff in moving IT equipment to locations where such equipment will be required for use. Coordinates equipment requests/delivery/return from Staff and ensures all appropriate forms are completed with proper authorizations signatures. Verify equipment is good condition when returned.
    - Replace toner in printers and copiers
  - Identifies recurring problems, systemic problems or other factors impacting computer use at post and reports them to the post’s ITS.
  - Independently manages hardware and software in the environment; identifies and solves technical problems including, but not limited to, hardware, software, and Internet connectivity issues. Re-images and reassigns computer equipment as staff positions are filled or vacated. All of the above will be conducted under OCIO Peace Corps guidelines and policies.
  - Provide IT support to Volunteers in accordance with standard operating procedures including supporting required Volunteer IT applications, providing WiFi access to Volunteers, and providing general workstations that include printing and scanning capabilities.
    - Provide support and guidance to PCVs over the phone or in person and communicate back with PCVs to ensure the situation was resolved.
• **Network and Systems Administration (20%)**
  - Monitor users’ internet access to comply with agency security standards
  - Monitor compliance in terms of applications use, and be point of contact to new requirements between Post and the U.S.-based Office of the Chief Information Officer (OCIO)
  - Monitor and guide the use of external storage resources on the network so as to remain compliant to Agency Security policies
  - Provide Weekly IT Security reminders and notification to staff

• **Information Management (10%)**
  - Ensures that post data is organized in an efficient manner, easily accessed and stored in a safe and secure environment. Maintains and administers data storage databases and applications. Ensures privileged data is only available to authorized staff and reports attempted access to prohibited data to the appropriate authorities.
    - Maintains an up-to-date and accurate inventory of Post IT assets.
    - Maintains Post personnel and PCV databases.
    - Responsible for updating all staff information changes on local server and workstations as necessary.
    - Maintains, updates, troubleshoots users directory list in SFTP

• **User Training (20%)**
  - Conducts formal and informal IT training to staff with varying degrees of technical proficiency. Training will be conducted on software applications mainly based on Windows Platform, appropriate use of IT in the workplace, Microsoft Office programs, and other PC applications
    - Provide IT user orientation for new staff
    - Develop and maintain a comprehensive library of training materials
    - Provide training to Peace Corps Trainees during Pre-Service Training

• **Online Content Management (10%)**
  - Support the creation, development, and management of content for post web presence
  - Oversee and manage the Facebook and other social networking presence of Peace Corps Post in conjunction with the Volunteer teams tasked with content management of such social network forums.
  - Identifying and sharing noteworthy content that highlights Peace Corps Post and Volunteers’ services to senior staff
  - Review PCV blogs to ensure compliance with PC standard policies

• **IT Administrative Tasks (10%)**
  - Responsible for complying with all administrative tasks related to Information Technology as assigned by the ITS
  - Maintain and organize IT relevant documentation (Forms and Incident reports)
  - Work with ITS in submission of Track-it tickets for unresolved IT issues at Post
  - Maintain and manage Office shared files in accordance to Post Record Management
  - Assist Volunteer Liaison Assistant with uploading Volunteer photos and data into Peace Corps application

• **Other**
Immediately communicates Volunteer safety and security concerns and issues to the Safety and Security Manager (SSM) and CD. Knowledgeable and supportive of Peace Corps safety and security policies and procedures, including the timely reporting of suspicious incidents, persons or articles.

The Contractor is subject to worldwide availability and may be requested by the Peace Corps to be reassigned or transferred permanently to another Peace Corps Post/Headquarters or perform temporary duties (TDY) as required and to travel to other assignments within Peace Corps’ as assigned. Any such reassignment or transfer shall be subject to agreement of the Contractor. The Statement of Work as defined will remain the same; however the duties may be subject to change as determined by the Contracting Officer.

Other duties as assigned.

- Must comply with the basic on-the-job rules listed in Peace Corps Manual Section 647.

- **Government Vehicles:** To the extent Contractor is allowed to operate a US government owned, leased, or rented vehicle (GOV) to perform their job duties, the Contractor must operate that vehicle safely at all times and only operate it for official business purposes as defined in 31 USC 1334. Contractor is encouraged to refrain from texting or from engaging in any behavior that distracts attention from driving safely at any time. Except in an emergency situation, Contractor shall not text message (i) when driving a GOV; (ii) when driving a privately-owned vehicle (POV) while on official government business; or (iii) while using electronic equipment supplied by the government while driving any vehicle (even during off-duty hours).

**POSITION REQUIREMENTS**

- **Factor 1-7 Knowledge Required by the Position**
  a) Education: Completion of education or training resulting in a baccalaureate degree, or the host country academic equivalent, in the fields of computer science, information systems management, electronics engineering, or equivalent, is required. Equivalent related training and/or work experience might be substituted for a BS degree, if the selecting supervisor agrees that the experience provided is equivalent to the appropriate college degree. Certification in A+, Network+, Security+, MCSE, CCNA or similar is desirable.
  b) Prior Work Experience: At least five years of experience with the administration of computer server systems. At least two years of this experience must have been with Windows Server 2008 R2 or equivalent.
  c) Language: Must possess English fluency in both written and spoken communication.
  d) Job Knowledge: A basic understanding of Peace Corps policies, procedures, internal controls and reporting requirements. Thorough knowledge of computer equipment operations; hardware and software technology; technical aspects of analysis, computer application programming, telecommunications and management advisory services; comprehensive knowledge of systems analysis and design techniques.
  e) Skills and Abilities: Good technical skills to troubleshoot, diagnose and resolve hardware and software problems, to maximize the capabilities of Post computer resources. Good interpersonal skills to resolve priority issues, system limitations, down time, etc., with key officials, and to develop and maintain two-way communications and promote computer services.

- **Factor 2-4 Supervisory Controls**
The incumbent operates with a high degree of independence and reports directly to the Country Director (CD) who, in consultation, establish basic parameters of work and determine priorities and deadlines in terms of policy, priorities, results to be achieved, and basic approaches. Assignments are made orally and in writing. Routine and recurring work is reviewed on a periodic basis while task-oriented work is reviewed as completed.

- **Factor 3-3 Guidelines**
  - Guidelines consist of established procedures, policies and handbooks covering the application of analytical methods, techniques and reference material, instructions and regulations covering the subjects involved. Guidelines which are not completely applicable to the work or have gaps in specificity will require the employee use judgement to choose, interpret and adapt the guidelines to specific issues or subjects.

- **Factor 4-4 Complexity**
  - The work involves the maintenance and administration of IT systems at Post. Difficulty is encountered when issues arise which are beyond the capabilities of the OITS. While the OITS is expected to troubleshoot issues proactively, s/he must possess the ability to clearly communicate issues to Tier-II support staff to aid in finding a quick and efficient resolution.

- **Factor 5-3 Scope and Effect**
  - The purpose of the work is to provide post with Tier-I technical coverage. The employee will work closely with Post staff on a daily basis and make contributions to the operations of other teams within Post.

- **Factor 6-3 Personal Contacts**
  - Personal contacts are with individuals outside of the agency and may include consultants, contractors, vendors or business executives in a moderately unstructured setting.

- **Factor 7-2 Purpose of Contacts**
  - The purpose of contacts is to enhance the ability to work effectively with the ISP and other providers of professional services to maintain the integrity of Peace Corps systems and continue the mission of the agency.

- **Factor 8-1 Physical Demands**
  - The work is primarily sedentary, although some walking, bending or carrying of light items may be required.

- **Factor 9-1 Work Environment**
  - The work environment involves everyday risks and discomforts that require normal safety precautions typical of such places as offices, meeting rooms, training rooms, etc. The work area is adequately lighted, heated and ventilated.

- Other Significant Facts