

**SENIOR INFORMATION COMMUNICATION TECHNOLOGY OFFICER (MICROSOFT NAVISION/PORTALS) - KASNEB GRADE 6 (2 POSTS) - HRM/CS/SICT/1/2026**

**(a) Job Specification**

Reporting to the Assistant Director, Information Communication Technology, the Senior Information Communication Technology (ICT) Officer will be responsible for:

- (i) Managing and maintaining ICT systems, including hardware, software, and networks;
- (ii) Installing and configuring computer systems;
- (iii) Providing end user support and training users on effective and efficient use of ICT facilities;
- (iv) Provide ongoing maintenance and support for the existing Microsoft Dynamics NAV portals.
- (v) Ensure that the portals operate at optimum levels with no downtimes.
- (vi) Perform customizations and additional capabilities on existing portals and develop additional portals as applicable
- (vii) Document and troubleshoot the errors and any other issues on each functional module of the system.
- (viii) Develop and customize existing and new modules as per user needs while creating additional functionality based on used needs.
- (ix) Support third party integrations where required.
- (x) Develop additional portals as may be required.
- (xi) Administer and maintain the Microsoft Dynamics 365 Business Central System (ERP).
- (xii) Oversee the integration of MS 365 Business Central with other systems.
- (xiii) Transfer specific functions to the portals in liaison with the portal developer
- (xiv) Diagnosing and troubleshooting complex technical issues and coordinate solutions;
- (xv) Installing, configuring and monitoring Local Area Network components;
- (xvi) Administering and managing users in the Active Directory, e-mail server and User applications;
- (xvii) Ensuring Business continuity by performing regular updates, patches, and backups.
- (xviii) Monitoring systems for potential vulnerabilities and respond to security incidents as needed;
- (xix) Preparing and maintaining documentation for ICT processes, systems configurations, and procedures.

**(b) Person Specifications**

For appointment to this grade, an officer must have: -

- (i) Cumulative service period of six (6) years relevant work experience three (3) of which should have been in the grade of Information Communication Technology Officer I or in a comparable position. Such experience to include expertise in Microsoft Dynamics NAV development, customization and upgrade; development, maintenance and upgrade of Microsoft Dynamics NAV portals.
- (ii) Bachelor of Science degree in any of the following fields: Computer Science, Computer Technology, Informatics, Computer Science & Technology, Information Systems, Informatics and Computer Science, Information

- Technology, Computer Security and Forensics, Business Information Technology, Electrical/Electronic Engineering, Telecommunications Engineering or its equivalent qualification from a recognized Institution;
- (iii) Membership to a relevant professional body and in good standing where applicable;
  - (iv) Certificate in Database Management (Oracle, SQL, DB2 or its equivalent), Information Security (CISSP, Security+, CISA, CISM or its equivalent), Service Support Operations (ITIL, COBIT or its equivalent), Network Administration (CCNA, HCNA, N+, HP or its equivalent), System Administration (MCSE, Linux, Unix or its equivalent), or Software Development (Java, Visual Studio, Python, Oracle, or its equivalent) or relevant certification from an accredited examination body; and
  - (v) Shown merit and ability as reflected in work performance and results.
- (c) **Key Competencies**
- (i) Adaptability;
  - (ii) Teamwork;
  - (iii) Attention to Detail; and
  - (iv) Analytical skills.

**Terms of service:** Permanent and pensionable.

**Basic salary range:** KSh. 70,000 x 6120 – 100,600 x 7,300 – 129,800 = 9 increments