



## **VACANCY ANNOUNCEMENT**

**Position:** IT Officer.  
**Reports to:** Human Resources and Admin Manager  
**Supervises:** None.  
**Location:** Nairobi, Kenya

### **Vacancy**

Biovision Africa Trust (BvAT) seeks to recruit a competent and highly motivated individual as its **IT Officer** to be based in its Head Office in Nairobi.

### **About Biovision Africa Trust**

Established in 2009 and headquartered at the *icipe* campus in Nairobi, Biovision Africa Trust (BvAT) is a Pan-African not-for-profit organization dedicated to alleviating poverty and enhancing the livelihoods of smallholder farmers. We serve as a leading catalyst for the agroecological transformation of African agri-food systems by bridging the gap between scientific research and practical, farmer-led solutions through robust knowledge dissemination and capacity building. Our continental impact is driven through the Farmer Communication Programme in East Africa, the AU's Ecological Organic Agriculture (EOA) Initiative, and the Knowledge Centre for Organic Agriculture (KCOA) hubs across all five regions of Africa. Guided by our 2025–2028 Strategic Plan, "Transforming Livelihoods Sustainably in Africa," we focus on six core priorities: strengthening climate resilience, advancing applied research and communication, fostering dynamic market systems, influencing policy reforms, ensuring institutional stability, and deepening strategic partnerships. Ultimately, we are committed to realizing a food-secure Africa where healthy people and thriving environments coexist sustainably.

### **Job Purpose:**

The IT Officer will assist in executing IT services in all BvAT offices, implementing IT management systems and strategies, and providing daily technical support to users of information management tools and technology infrastructure.

### **Key Duties and Responsibilities:**

#### **Ensure effective functioning of BvAT Offices hardware and software.**

- Install, operate, and maintain all BvAT Office hardware equipment;
- Provide advice on the acquisition of hardware supplies,
- Make routine repairs and change of hardware electronic components.
- Liase with icipe IT in Installing commercial and in-house developed software and related upgrades, anti-virus programmes.

- Maintain an up-to-date inventory of the software and hardware.

### **Ensure efficient networks administration**

- Monitor the network connection on a daily basis to ensure stable and responsive network environment.
- Configure network on printers and provide user access as required.
- Trouble-shoot and monitor network problems; respond to user needs and questions regarding network access.
- Liaise with *icipe* IT team to trouble-shoot and monitor network problems; respond to user needs and questions regarding network access.
- Maintain measures for business continuity and disaster recovery processes and procedures including backup and restoration of both server and local storage facilities.
- Liaise with *icipe* IT team to manage Local Area Network (LAN).

### **Provide administrative support regarding IT issues**

- Provide technical support in the procurement of new ICT equipment for BvAT, providing technical specifications and information on best options in both local and international markets, review quotations and bids.
- Maintain inventory and stock of supplies and spare parts in cooperation with the Procurement committee.
- Process IT equipment registration in the ERP Asset Module, support to the physical inventory verification exercise by checking the accuracy of records and location of property and prepare inventory reports as required.
- Provide IT support to BvAT key organized events.

### **Provide technical support and advice to all BvAT staff.**

- Diagnose, evaluate, and prioritize requests for assistance from staff in both Nairobi office and field offices experiencing problems with hardware, application software, operating systems, networking and other computer related issues.
- Liaise with *icipe* IT personnel for support and guidance.
- Provide all ICT on-boarding requirements for new personnel.

### **Facilitate knowledge building and knowledge sharing within the organization**

- Identify and promote different systems and applications for optimal content management, knowledge management and sharing, information provision;
- Contribute to the organization of trainings for all staff on ICT issues; synthesize lessons learned and best practices in ICT.

### **Implement IT strategies and new technologies in accordance with BvAT's corporate information management and technology standards, guidelines and procedures.**

- Provide inputs to the development and review of internal ICT policies and procedures as required;
- Draft ICT annual work plan for the office;
- Provide IT support in the use of Cloud based ERP functionality for improved business results and improved client services.

### **Communication, Branding, and Digital Content Support**

- Design and develop organizational documents, templates, reports, presentations, forms, and other branded communication materials in line with BvAT branding guidelines.
- Provide graphic design support for organizational communication materials including banners, posters, brochures, infographics, social media content, newsletters, and event materials.
- Support website design, updates, content publishing, maintenance, and coordination with internal departments to ensure accurate and up-to-date online information.
- Assist in improving user experience, accessibility, and functionality of the organization's website and digital platforms.
- Support multimedia and digital communication initiatives including webinars, virtual events, and online campaigns.

### **Vendor and Consultant Coordination**

- Liaise with ICT infrastructure vendors, internet service providers, software providers, and external consultants for installation, maintenance, upgrades, and support services.
- Coordinate maintenance and support contracts for ICT infrastructure, software systems, printers, internet services, and communication systems.
- Monitor vendor performance and ensure timely resolution of ICT-related issues and service requests.
- Provide technical input during procurement processes including preparation of specifications, evaluation of quotations, and recommendations for ICT equipment and services.
- Maintain proper documentation of ICT vendor agreements, warranties, service reports, licenses, and support contracts.

### **Digital Systems and Content Management**

- Support management of digital collaboration platforms, cloud storage systems, and organizational content repositories.
- Assist in managing website hosting, domain services, email configurations, and related digital services.
- Promote effective digital communication and knowledge-sharing systems across the organization.

### **Working Relationships:**

Internal Relationships: All BvAT staff

External Relationships: suppliers, other organizations IT Personnels, Consultants and Visitors

### **Required Qualifications:**

- Bachelor's degree in Computer Science, Information Technology, Information Systems, Software Engineering, or a related ICT field.
- Professional ICT certifications such as Cisco Systems CCNA, Microsoft MCP, MCSA, MCSE, Azure Fundamentals, ITIL, CompTIA A+, Network+, Security+, or equivalent certifications are an added advantage.
- Minimum of 3–5 years' relevant professional experience in ICT support, systems administration, network management, and end-user support within a busy organizational environment.

- Demonstrated experience in managing Microsoft 365 environments including Outlook, Teams, OneDrive, SharePoint, and Entra ID.
- Experience supporting cloud-based ERP systems, business applications, and collaboration platforms.
- Proven experience in hardware maintenance, software installation, troubleshooting, and ICT asset management.
- Practical experience in LAN/WAN administration, Wi-Fi configuration, VPN connectivity, and network troubleshooting.
- Experience in cybersecurity practices including antivirus management, endpoint protection, access control, data backup, disaster recovery, and user awareness.
- Experience providing ICT support during conferences, webinars, virtual meetings, and organizational events.
- Experience website management platforms such as WordPress or Drupal.
- Strong knowledge of document design and graphic design in general.
- Experience working in a non-profit, development, research, or international organization environment is desirable.

### **Required Skills and Competencies:**

#### **ICT Infrastructure and Systems Administration**

- Strong understanding of Windows, Linux, Mac operating systems, Microsoft 365 administration, Active Directory/Entra ID, and endpoint device management.
- Strong knowledge of computer hardware diagnostics, maintenance, repair, and preventive support.
- Ability to install, configure, and maintain software applications, printers, scanners, and peripheral devices.
- Good understanding of cloud technologies, file sharing systems, and remote support tools.

#### **Networking and Security**

- Strong knowledge of LAN/WAN technologies, TCP/IP, routers, switches, firewalls, wireless networks, and internet connectivity troubleshooting.
- Knowledge of ICT security standards, cybersecurity best practices, antivirus systems, and access management controls.
- Ability to implement and monitor data backup, disaster recovery, and business continuity procedures.
- Understanding of network monitoring and troubleshooting tools.

#### **ERP, Databases, and Digital Systems**

- Experience supporting ERP systems, databases, and web-based management systems.
- Ability to generate ICT reports, maintain inventories, and document technical procedures.
- Knowledge of database systems and structured data management is an advantage.

#### **User Support and Service Delivery**

- Strong technical support and helpdesk skills with the ability to diagnose and resolve ICT issues efficiently.
- Ability to prioritize support requests and meet agreed service response timelines.

- Ability to train and support users with varying levels of ICT proficiency.
- Excellent documentation, reporting, and communication skills.

### **Document Design and Digital Communication**

- Strong skills in document design and formatting using tools such as Microsoft Word, Microsoft PowerPoint, and desktop publishing applications.
- Ability to develop professional organizational templates, reports, presentations, manuals, forms, and branded communication materials.
- Knowledge of digital content management and online collaboration platforms.

### **Graphic Design and Multimedia Skills**

- Proficiency in graphic design tools such as Adobe Photoshop, Adobe Illustrator, Canva, or equivalent design applications.
- Ability to design visual communication materials including banners, brochures, posters, infographics, social media creatives, and event branding materials.
- Basic photo editing, video editing, and multimedia content development skills are an added advantage.

### **Website Design and Management**

- Knowledge of website design, administration, and content management systems such as WordPress or Drupal.
- Basic understanding of web technologies including HTML, CSS, JavaScript, domain management, hosting, and website maintenance.
- Ability to support website updates, user experience improvements, and digital accessibility standards.

### **Vendor and Stakeholder Management**

- Strong communication and coordination skills in working with ICT vendors, consultants, internet service providers, and technology partners.
- Ability to prepare technical specifications, evaluate vendor proposals, and monitor ICT service delivery.
- Good negotiation, relationship management, and stakeholder engagement skills.

### **Communication and Interpersonal Skills**

- Excellent verbal and written communication skills.
- Ability to explain technical concepts to non-technical users clearly and professionally.
- Strong customer service orientation and user support skills.

### **Behavioural Competencies**

- Strong analytical and problem-solving skills.
- High level of integrity, professionalism, and confidentiality when handling sensitive organizational information.
- Excellent interpersonal and stakeholder engagement skills.
- Strong organizational, planning, and time management abilities.
- Ability to work independently with minimal supervision and collaboratively within cross-functional teams.
- Strong customer-service orientation and responsiveness to user needs.
- Adaptability and willingness to learn emerging technologies and digital systems.

- Ability to multitask and work effectively under pressure in a dynamic work environment.

### **Additional Preferred Competencies**

- Knowledge of ICT procurement processes and vendor management.
- Knowledge of website design and administration and digital communication tools.
- Experience with virtualization technologies and cloud platforms such as Microsoft Azure or Google Google Workspace is an added advantage.
- Understanding of ICT governance, compliance, and policy implementation.
- Experience supporting hybrid and remote work environments.

### **Responsibility for finances and physical assets:**

- The jobholder has accountability for the laptops and office assigned furniture.

### **Decision making:**

- The jobholder has no final authority on key decisions in the ICT unit other than routine decisions related to execution of work.

### **Information:**

- The job holder has access to confidential information – staff information

## **HOW TO APPLY?**

If you believe you qualify for this position, please apply by submitting your CV and a cover letter as one file indicating a summary of your key qualifications and expected salary and benefits to [careers@biovisionafricatrust.org](mailto:careers@biovisionafricatrust.org) with the job title: **IT Officer** , on the subject line to be received not later than **5<sup>th</sup> June ,2026**. We will not accept applications without a CV and cover letter. Only shortlisted candidates will be contacted for interviews.

Please visit our website: <https://biovisionafricatrust.org/> for full job description and more about the organization's profile and projects.

***Biovision Africa Trust is an equal opportunity employer.***