

## **IT and Administration Officer Terms of Reference (ToR)**

Job title:	IT and Administration Officer
Probationary period:	3 months
Duration of contract:	One year renewable subject to performance and funding
Place of Work	Nairobi and outside as required
Responsible to:	Executive Director through the Program Support Manager

### **Position Summary**

The IT and Administration Officer is responsible for general day-to-day administration duties helping the Executive Director through the Program Support Manager to ensure the smooth running of Nature Kenya's administrative operations and information systems. Reporting to the Program Support Manager, the IT and Administration Officer (IAO) will work closely with the Species and Sites Manager, Membership Manager, Local Action Manager, Finance Manager, Policy and Advocacy Manager, Program Assistant, coordinators and other staff to offer necessary administrative support. S/he will supervise, if delegated, administrative staff, interns and volunteers.

In order to achieve this, you will have specific responsibilities:

#### **A. Reporting, Supervision and Personnel Management**

7. Report to the Executive Director through Program Support Manager
8. Work with the Species and Sites, Membership, Local Action, Finance, Policy and Advocacy managers, Program Assistant, coordinators, technical and all other staff in the office
9. Advise on staff administration duties, deployment, leave for all staff and office regulations
10. Help coordinate, if delegated, tasks on annual staff appraisal and training needs assessment and assist to implement results to improve processes.

#### **B. Office Management**

1. Take instructions from the Program Support Manager and other staff on office support duties
2. Take responsibility for delegated tasks that may include the purchase of office supplies, licenses and insurance covers, administrative liaison with Government authorities and maintain appropriate data-bases and recording. All administrative costs as appropriate must be agreed with line manager(s).
3. Take responsibility for office security including opening and closing office and allocation of office keys to staff ensuring maximum caution
4. Oversee the use and maintenance of the office and office equipment including efficient, timely and high-quality cleaning of office and equipment and repairs and generally maximum order in the office
5. Manage Nature Kenya's vehicles and ensure that they are properly used and maintained.

#### **C. IT Support**

1. Provide IT support services to staff ensuring all computers are installed with cost efficient up to date software and hardware and timely and efficient scanning of all computers

ensuring all appropriate computers are networked for ease of sharing, backing up and scanning for viruses

2. Back up and ensure safe custody and storage of backups for all of the Society's computerised work, files, images, videos and publications;
3. Maintain the internet and telephone network in liaison on with the service providers to ensure continued and stable connectivity at all times;
4. Maintain the organisational e-mail system to ensure that all Nature Kenya e-mail addresses are functioning smoothly;
5. Maintain all printers and copiers to ensure maximum functionality at all times;
6. Assess the IT needs within the office advising on any upgrade requirements when necessary.

### **Internet Services**

7. Ensure a fully functioning and maintained internet connection and services, ensuring service provider links, timely invoicing and payment and value for money in internet provision
8. *Local Area Network:* Ensure proper and efficient connection of the office network by: Installing and replacing Ethernet cables where appropriate; ensure connection of all computers to the office network through either the LAN or the wireless fidelity (Wi-Fi); Troubleshoot and solve all network related problems
9. Maintain stable internet connection by ensuring proper bandwidth is assigned to the organization and advising staff on the appropriate use of the internet by avoiding bandwidth intensive sites like, live streaming sites and download of heavy files that are not work related
10. Ensure a secure and healthy control room, this is by ensuring all the connection to the terminals are properly made and labelled; all the equipment's are working properly and advice accordingly when the need arises secure the control room by avoiding unauthorized access to it and preventing unwanted connections
11. Add or assign new staff to the internet connectivity as advised; install and configure new devices to the network e.g. printers
12. *Wide Area Network:* Liaise with the service provider to ensure the organization's link is up and working perfectly at all times; ensure the correct bandwidth is assigned to the organization and advice accordingly when the need arises; work with the service providers and the maintenance team to ensure all the organizations internet equipment are working fine and have the appropriate configurations.

### **D. Computers and Maintenance**

1. Provide IT services to staff ensuring all computers are installed with cost efficient up to date software and hardware and timely and efficient scanning of all computers ensuring all appropriate computers are networked for ease of sharing, backing up and scanning for viruses

#### ***Hardware:***

2. Install and/or configure all the organization's hardware
3. Troubleshoot and repair the computers and related computerized hardware, this includes tasks such as, replacing hard disks, RAMs, LCDs, etc;
4. Advise accordingly on the use and, or upgrade of computerized hardware.

***Software:***

5. Maintain and upgrade the organizations software, this ranges from the operating system maintained (performing disk clean-up, defragmentation and updating the OS), user applications, and any other user specific software
6. Determine, install and configure software packages that meet the user's demands i.e. file extraction software, video and sound drivers, printer drivers, etc.
7. Offer technical user support on the various user applications.

**E. Communications and Documentation**

1. Coordinate the checking, receipt and distribution of paper and electronic mail
2. Ensure that Nature Kenya's records and files are properly maintained, and in particular ensure that all computer records are adequately secured and backed up.
3. Contribute to and adhere to Nature Kenya's management, administrative and accounting systems and procedures.

**F. Filing and Stock**

1. Develop and implement system for storage, access, retrieval and disposal as appropriate
2. Ensure efficient storage and retrieval of society files, books, equipment and other valuables in the store that is maintained in good quality, cleanness and order for ease of access, retrieval of materials and stock taking
3. Act on all delegated tasks that may include banking, cash withdrawals and defined bank transactions
4. Take lead in organising staff meetings and functions as appropriate
5. Back-up and ensure safe custody and storage of backups for all Society computerised work, files, images, videos and publications
6. Liaising with accounts staff, ensure that accurate books of stock, suppliers, equipment, telephone and photocopier services and invoicing and stationary accounting records are maintained at all times
7. Maintain appropriate data-bases for staff, insurance, medical cover, pension and ensure functional links with service providers
8. Ensure value for money, transparency, accountability and high levels of honesty in handling finances, equipment and other sensitive society property and information
9. Step in for Program Assistant functions as delegated.

**G. General**

1. Strive for personal and professional development by up-dating knowledge and skills and taking part in appropriate conservation related activities outside the workplace
2. Maintain a safe, clean, organised and efficient personal workspace and common areas
3. Undertake any other reasonable duties as assigned by the Executive Director and delegated staff.