Tuesday, 7th May 2024.

The Organization

Ol Pejeta Conservancy, Laikipia, Kenya, was established in 2004, transforming a 90,000-acre cattle ranch into a flagship wildlife conservancy. It is home to the largest population of the Critically Endangered eastern black rhino, a thriving southern white rhino population and the world's last two northern white rhinos. It is the only place in Kenya to see chimpanzees in a sanctuary established to rehabilitate animals rescued from the black market. It has some of the highest predator densities in Kenya, and still manages a very successful livestock programme. Ol Pejeta also supports the people living around its borders, to ensure wildlife conservation translates to better education, healthcare and infrastructure and livelihoods to strengthen wildlife stewardship and conservation outside the conservancy,

We are seeking dedicated **Officers within the Technology & Innovation Unit** to work closely with other members of the Technology Unit, Shared Services team and all Ol Pejeta Conservancy Staff.

1. IT OFFICER, SUPPORT

Role summary
Department: **Shared Services - Technology unit**
Duration: **Permanent & Pensionable**
Location: **Nanyuki, Kenya**
Closing date **Monday, 20th May 2024**

Reporting to the Senior Officer, IT Support, the successful candidate will be responsible for assisting the Senior Officer, IT Support, in troubleshooting technical issues, providing technical support to end-users, and assisting in the installation, configuration, maintenance, and documentation of IT systems. This role will involve the smooth operation of computer hardware, software, and peripherals, and to maintain efficient computer networks.

This roles main responsibilities include: -
1. *Technical Support:*
- Ensure adherence to standard operating procedures and protocols for ICT support activities, ensuring consistency and quality in service delivery
- Ensure full adherence to the organization's Technology SLAs, providing timely and effective technical support to meet agreed-upon service levels.
- Assist the Senior Officer, IT Support in identifying and resolving technical issues related to computer hardware, software, and peripherals.
- Diagnose problems and provide solutions to resolve technical issues effectively.
- Provide technical support to end-users by answering questions, providing guidance, and helping with issues related to hardware, software, and peripherals.
- Work under the direction of the Senior Officer, IT Support to ensure timely and effective resolution of end-user problems.
- Installation and configuration of software and hardware for end-users, including operating systems, productivity software, and network equipment.
- Configure, install, and maintain desktops, laptops, printers, and other ICT hardware as per the SOPs
- Follow the direction of the Senior Officer, IT Support to ensure proper setup and configuration of IT resources.

2. *Monitoring and Maintenance of Systems:*
   - Implement and adhere to the ICT service management plan to ensure efficient delivery of ICT services and support
   - Monitor and maintain network infrastructure, including switches, routers, and access points as per the management plan
   - Maintain and update computer systems, software, and hardware to ensure they are up-to-date and functioning correctly.
   - Work under the direction of the IT Support Officer to perform regular maintenance tasks and updates.
   - Troubleshoot network connectivity issues and ensure the reliability and security of network services as per the SLA
   - Monitor computer networks, such as LANs and WANs, to ensure they are functioning correctly and efficiently.
   - Follow the direction of the Senior Officer, IT Support to identify and address network issues as they arise.
   - Maintain full adherence to the ICT asset management plan, accurately tracking and managing ICT assets throughout their lifecycle.
   - Work under the direction of the IT Support Officer to maintain accurate records of IT assets.

3. *User Training and Documentation:*
   - Provide training and assistance to users on ICT tools, systems, and best practices.
   - Develop and maintain user documentation, knowledge base articles, and troubleshooting guides for all systems.
4. Carrying out any other duties that may be given at the discretion of the management

Education, qualifications, essential skills, knowledge, and experience
- Diploma in Computer Science, Information Technology or equivalent from a recognized institution. (Bachelor's degree is an added advantage).
- Recognized certification in enterprise IT
- Minimum 3 years' experience in providing technical support or IT assistance on systems, network, servers in a corporate organization
- Strong knowledge of hardware, software, and network troubleshooting techniques
- Familiarity with ICT systems, including operating systems (Windows, macOS, Linux), productivity software, and business applications.
- Experience with network infrastructure components, such as switches, routers, and firewalls.
- Excellent communication and interpersonal skills, with the ability to interact effectively with users at all levels of technical proficiency.
- Strong problem-solving abilities and attention to detail.

2. **IT OFFICER, INNOVATIONS & TECH LAB**

   Role summary
   Department: **Shared Services - Technology unit**
   Duration: **Permanent & Pensionable**
   Location: **Nanyuki, Kenya**
   Closing date   **Monday, 20th May 2024**

Reporting to the Senior Officer, Innovation & Tech lab, the successful candidate will play a vital role in supporting the rapid field-based experimentation, implementation, and iterative improvement of existing and emerging technologies aimed at enhancing Ol Pejeta's capacity for biodiversity conservation and ecosystem management. This position will also involve providing support, assisting in project management, stakeholder liaison, team coordination, and technical assistance to ensure the efficient operation of conservation technology initiatives.

This roles main responsibilities include: -

1. *Project Assistance:*
   - Support the Senior Officer in defining project plans, goals, and deliverables in collaboration with key stakeholders.
   - Ensure adherence to Technology Opex and Capex plans, SLAs, ICT service management plans, SOPs, and ICT asset management plans
   - Assist in coordinating communications and meetings with diverse conservation and technology stakeholders.

- Assist in organizing and maintaining project documentation, including project plans, goals, and deliverables.
- Assist in coordinating and scheduling meetings, trainings, and workshops for the Conservation Technology Lab team.
- Collaborate with team members to ensure efficient workflow and communication within the lab.

2. *Technology Support*
- Implement and adhere to the Technology Lab plan
- Conduct research on technological innovations relevant to biodiversity conservation and ecosystem management.
- Test and evaluate new technologies for their potential application in conservation initiatives.
- Collaborate with the Senior Officer and team members to deploy innovative solutions to enhance the efficiency and effectiveness of conservation technology initiatives.
- Assist in setting up and configuring hardware and software for conservation projects.
- Provide basic technical support for hardware such as laptops, CCTV cameras, sensors, GPS trackers, desktop computers, printers, and access points etc.
- Help in testing and deploying hardware and software solutions, and monitoring their performance.
- Aid in managing simultaneous testing and implementation of technology deployments
- Assist in collecting, storing, and organizing data generated through technology deployments.
- Help in preparing data reports and presentations for various audiences, including researchers, stakeholders, and management.
- Support the Senior Officer in representing the Conservation Technology Lab at industry events and engaging with technology and conservation communities.
- Foster a positive and collaborative lab environment conducive to innovation and teamwork.
- Maintain confidentiality of information and adhere to professional conduct standards at all times.

3. *User Training and Documentation:*
- Provide training and assistance to users on ICT tools, systems, and best practices.
- Develop and maintain user documentation, knowledge base articles, and troubleshooting guides for all systems.

Education, qualifications, essential skills, knowledge, and experience
- Minimum 3 years' experience of progressive enterprise IT operations with emphasis in project implementation, systems and network administration in a corporate organization;
- Proficiency in server-side scripting languages such as PHP, C/C++, & PYTHON and technologies such as JSON & YAML
- Experience in API development and integrating into IOT platforms
- Good understanding of IoT, IoT edge computing, and device engineering
- Working knowledge of structured databases such as MYSQL, MSSQL, POSTGRESQL
- Proven experience in technology management, with a focus on implementing and managing technology systems and solutions
- Strong knowledge of hardware, software, and network troubleshooting techniques.
- Strong understanding of data management and analysis techniques, including data collection, storage, and presentation
- Experience with stakeholder engagement and collaboration, particularly with diverse conservation and technology stakeholders.
- Familiarity with industry events, technology hubs, and conservation networks to facilitate engagement and knowledge exchange
- Ability to thrive in a high paced, fast turnaround business
- Adaptable – ability to respond quickly to a shifting reality and adjust initiatives and priorities accordingly
- Excellent communication and interpersonal skills, with the ability to interact effectively with users at all levels of technical proficiency

We offer a competitive salary commensurate with experience, benefits package, and the opportunity to make a lasting impact on Kenya's conservation landscape.

How to Apply:
Interested and qualifying candidates should submit their CV and Application letter only to **jobs@olpejetaconservancy.org** with either subjects below on the email subject line so as to reach us not later than end of day on **Monday, 20th May 2024.**

1. IT OFFICER, SUPPORT
2. IT OFFICER, INNOVATIONS & TECHLAB

Ol Pejeta Conservancy is an equal opportunity employer. We encourage applications from individuals of all backgrounds who share our commitment to conservation and community empowerment.

Shortlisting shall be on a rolling basis and only the shortlisted shall be contacted.