



Salaries & Remuneration
Commission
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Jaramogi Oginga Odinga University of Science and Technology

ICT Department

April 2017

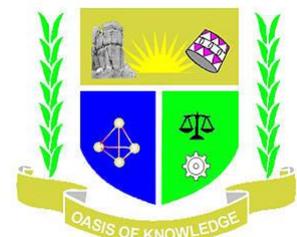


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1. Introduction

1.1. Organisation Design

Jaramogi Oginga Odinga University of Science and Technology (JOOUST) is one of the younger universities in the country. Its recent history dates back to 2009, when Bondo University College, with a student population of only 200 students took over the Bondo Teachers' Training College premises. Bondo University College was established as a constituent college of Maseno University through Legal Order No. 56 of May 11, 2009. .

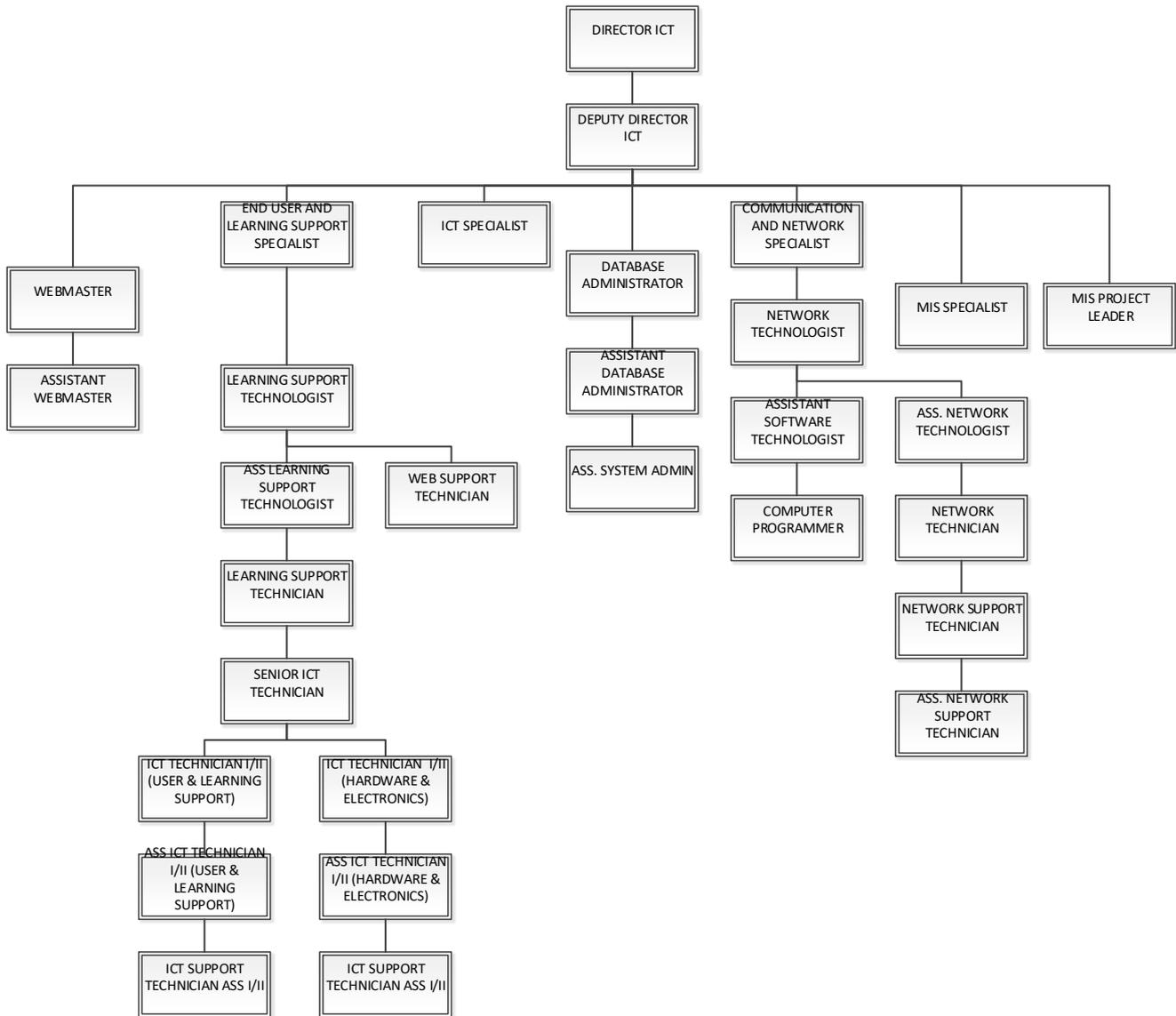
JOOUST was granted a charter on February 13, 2013 by then president Mwai Kibaki making it the 16th public university in Kenya. Over time, the student population has grown to 10,265 as at the beginning of 2016.

Located 70 kilometres west of Kisumu in Bondo Town of Siaya County is the main campus. The university also has three other campuses / Learning Centres; Nambale, Kisumu and Kisii.

JOOUST's vision is to be '**A beacon of excellence and global leader in University Education for sustainable development**' while its mission is to provide quality education that nurtures creativity and innovation through integrated training, research and community outreach for the advancement of humanity.

This job description manual consists of jobs that were analysed in Jaramogi Oginga Odinga University of Science and Technology. It contains job descriptions which are documented from information provided by job holders and validated by their respective supervisors from the job analysis exercise that was concluded in March 2017.

2. ICT department (the organogram has been redone)



ICT Department Organisational Structure

2.1. Director, ICT

1. Background Information			
Job Title: Director, ICT	Job Level: JOOUST/ICT/005	Current Grade: 15	No. of Posts: 1
Institution: Jaramogi Oginga Odinga University of Science and Technology		College/ School / Faculty: N/A	
Directorate/Division: Planning, Administration and Finance		Department/ Section/Unit: Information communication Technology (ICT)	
Reports to: DVC (Planning, Administration and Finance)			
Direct Reports: a) Coordinator ICT Security b) Webmaster c) Network Technician d) Assistant ICT Technician I (User & Learning Support) e) Assistant ICT Technician II (User & Learning Support)		Indirect Reports: N/A	
2. Purpose of the Job:			
This position is responsible for provision of quality computer-based information to authorised users; securely accessed, stored, processed and transmitted at all times and underpinned by shared responsibilities			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: a) Production of an annually updated five-year strategy implementation plan for ICT, comprising an agreed set of priorities; a corresponding budget for ICT expenditure; programme of projects; and a rolling evaluation of services. b) Develop an agile and standards-based ICT culture receptive to change and innovation through communication and liaison with management, end users and other components decision-making structure. c) Facilitate provision of specialised hardware and software for researchers, teaching and learning. d) Oversee the day to day security threats of the overall system including ERP data , and effectiveness of backup measures e) Ensure appropriate ICT training for staff, and students and basic computer operations and use of applications to all university staff, outreach groups			
Operational Responsibilities:			

- a) Provision of Internet Bandwidth in load balanced mode to ensure seamless redundancy to users
- b) Provision of Internet based communication services such as email, web-site for research, outreach, consultancy, teaching and learning.
- c) End user support for researchers in Computer Laboratory Offices and students in Computer Laboratories
- d) Help Desk services for all end users
- e) Monitor and supervise provision and utilization of Internet Bandwidth in load balanced mode to ensure seamless redundancy to users
- f) Help Desk services for all end users
- g) Access for outreach communities to Internet services in specialised facilities to promote digital literacy
- h) Create a shared vision for a devolved ICT policy – shared vision, responsibilities with a Coordinated Decision Making structure to ensure that staff and students are equipped with exceptional ICT facilities and services, and that the services are managed effectively and responsively.
- i) Adhere to best-practice Key Performance Indicators to benchmark ICT services against those in other universities, and to monitor improvement as the strategic plan is implemented.
- j) Identify the needs of the user and ensure resilient, robust and reliable services.
- k) Manage risk and ensure business continuity for enterprise-wide and shared ICT services.
- l) Cultivate a shared understanding of MIS service provision, Network services and End User services.
- m) Assess the effectiveness of the university website –through for example Webometrics
- n) Monitor content provision of staff details such as publications, CVs and research groups activities for the website.

4. Job Dimensions:

Financial Responsibilities

- a) Prepare budget for ICT
- b) Monitor expenditure of ICT
- c) Centralised rationalisation of all computers, communication equipment and reprographics in the University for procurement
- d) Approve payment for bandwidth provided by ISPs and web services /hosting/telcom.
- e) Recommend service level agreements with service providers of bandwidth, ERP contractors

Responsibility for physical assets

- a) Inventory of all servers, computers, printers and photocopying equipment in the university
- b) Utilisation of all servers, computers, printers and photocopying equipment in the university
- c) Repair and maintenance of all servers, computers, printers in the university
- d) Management of all outsourced maintenance contracts for all photocopying equipment in the university

Nature of decision making

- a) Strategic decisions
- b) Financial decisions
- c) Analytical decisions
- d) Operational decisions

5. Qualifications Knowledge and Skills:

Minimum level of academic qualifications required to perform effectively in the role

Master of Science in Computer Science, Information Systems, Information Technology or in any other relevant field.

Minimum level of professional qualification required to perform effectively in the role

N/A

Minimum level of knowledge that would be regularly applied to the job

Mastery of the concepts and principles of a specialist field, ability to manage other professionals or experts in this field

Typical soft skills that would be regularly applied to the job (Attributes)

- a) Ability to work under pressure,
- b) Problem solving/ diagnostic skills
- c) Team player
- d) Conflict management
- e) Logistic and organisational skills
- f) Leadership skills

Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role

- a) Meets the requirements of Chapter six of the Constitution of Kenya 2010
- b) Public Officers Code of Conduct

6. Relevant Experience Required:

Minimum number of months or years of experience the jobholder is required to have to be appointed to the position

At least fifteen (15) years working experience in a busy ICT environment

7. Problem Solving:

Problems are strategic, affecting more than one area of the institution. Solutions will involve significant financial risk, and be decided as part of a board or senior management team.

8. Communication:

Communication/information the job holder needs to understand in order to perform the job:

- a) Detailed verbal instructions or requests
- b) Detailed written procedures
- c) Detailed technical and/or functional instructions or queries
- d) Detailed e-mail, fax or mail correspondence
- e) Written Government policy documents affecting the job holder's area of responsibility
- f) Current legislation affecting the job holder's area of responsibility
- g) Program, system or design specifications
- h) In depth technical reports, proposals or project briefs affecting one or more departments

Communication/information the job holder needs to carry out in order to perform the job:

- a) Routine communication in connection with instructions, requests or normal work tasks
- b) Routine communication with employees of the institution or clients
- c) Communication around escalated or difficult queries with internal or external customers or clients
- d) Basic explanation of services to employees of the institution or clients
- e) Detailed technical explanation of services or concepts to employees of the institution or clients
- f) Simple verbal instructions to other employees within the institution
- g) Detailed verbal or written instructions or requests to employees of the institution or contractors
- h) Detailed e-mail, fax or mail correspondence
- i) Negotiation with customers/clients or suppliers over price, contracts or services

9. Sapiential Authority

Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).

N/A

10. Influence:

Job holder's influence over practices, policies or strategy:

Sets the strategic direction of an entire directorate

Job holders' influence over subordinates and colleagues:

- a) Allocate work to subordinates
- b) Supervise subordinates
- c) Lead subordinates through others

Job holders' influence over people outside the directorate but within the institution and people outside the institution

- a) Convey information inside the institution
- b) Convey information outside the institution
- c) Persuasion inside the institution
- d) Persuasion at senior management level
- e) Negotiation outside the institution

11. Other responsibilities assigned outside of the core responsibilities of the job:

N/A

12. Working Conditions:

Working Environment

Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.

Job Hazards

Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

2.2. Assistant Webmaster

1. Background Information			
Job Title: Assistant Webmaster	Job Level: JOOUST/ICT/009	Current Grade: 11	No. of Posts:
Institution: Jaramogi Oginga Odinga University of Science and Technology		College/ School / Faculty: N/A	
Directorate/Division: Planning, Administration and Finance		Department/ Section/Unit: Information Communication Technology (ICT)	
Reports to: Director, Information Communication Technology (ICT)			
Direct Reports: N/A		Indirect Reports: N/A	
2. Purpose of the Job:			
This position is responsible for all duties related to web technology, including: Maintaining email accounts, Web Design and Development, setup of web servers, backing up web applications, uploading of content to the University website as well as social media e.g. YouTube, Facebook. Also ensure all web services are running smoothly			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: a) Manage the day-to-day operations of University website and Intranet, inclusive of updates, maintenance, and ongoing development. b) Propose and implement system enhancements that will improve the performance and reliability of systems, website usability and functionality. Manage the acquisition and ongoing maintenance of the organization's domain names with the appropriate registrars.			
Operational Responsibilities: a) Work with Webmaster to keep content and design fresh by creating and updating web pages. Monitor and update onsite search feature. b) Facilitate communication by ensuring that the website satisfies the university clients. c) Ensure a consistent look and feel across the Web site by promoting uniform fonts, formatting, icons, images, and layout, and creating appropriate templates to assist content authors. Find, diagnose, and fix Web site problems, including broken links (both internal and external), typographical errors, and formatting			

<p>inconsistencies.</p> <p>d) Keep up-to-date with best practices for web design, e-commerce, search engine marketing, etc.</p> <p>e) Monitor, analyze, and report on Web site traffic and downloads (Google Analytics)</p> <p>f) Design, develop and maintain multiple websites and web-based applications, including the organization's website and intranet site. This includes development of advanced web content with strong functionality and optimization.</p> <p>g) Code, test and debug web content in Microsoft.Net, PHP, ASP, and CSS. Monitoring websites, web-based applications and other programs and databases to identify process and programming inefficiencies and recommending improvements. Developing and maintaining SQL/MySQL databases and designing customized reports.</p> <p>h) Keep up to date with web page syntax, graphics formats, browser requirements, software tools, etc. necessary for website management.</p> <p>i) Work with IT on scheduled maintenance releases.</p>
4. Job Dimensions:
<i>Financial Responsibilities</i>
N/A
<i>Responsibility for physical assets</i>
<p>a) Desktop Computer</p> <p>b) Web Server</p> <p>c) Intranet Servers</p> <p>d) Internal Web Applications e.g. Email Server</p>
<i>Nature of decision making</i>
<p>a) Technical decisions</p> <p>b) Analytical decisions</p> <p>c) Operational decisions</p>
5. Qualifications Knowledge and Skills:
<i>Minimum level of academic qualifications required to perform effectively in the role</i>
Bachelor of Science in Computer Science, Information Systems, Information Technology or in any other related field.
<i>Minimum level of professional qualification required to perform effectively in the role</i>
Certifications in Web Design, Graphic Design or Scripting languages (PHP/PERL).
<i>Minimum level of knowledge that would be regularly applied to the job</i>
<p>a) In-depth professional/discipline specific knowledge and experience in a specialised field or broad knowledge of a number of fields</p> <p>b) Knowledge of Web and Mail Server configurations on both Linux and Windows platforms as well as Content Management Systems (CMS).</p> <p>c) Programming skills</p> <p>d) Web Design</p> <p>e) Image Manipulation</p> <p>f) Trouble Shooting skills</p>
<i>Typical soft skills that would be regularly applied to the job (Attributes)</i>

<ul style="list-style-type: none"> a) Ability to work under pressure, b) Problem solving/ diagnostic skills c) Team player d) Organization skills
Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role
<ul style="list-style-type: none"> a) Meets the requirements of Chapter six of the Constitution of Kenya 2010 b) Public Officers Code of Conduct
6. Relevant Experience Required:
Minimum number of months or years of experience the jobholder is required to have to be appointed to the position
At least 3years experience
7. Problem Solving:
Problems are variable, and require technical or analytical skills and several years of experience in the field or discipline.
8. Communication:
Communication/information the job holder needs to understand in order to perform the job:
<ul style="list-style-type: none"> a) Detailed verbal instructions or requests b) Detailed written procedures c) Detailed technical and/or functional instructions or queries d) Detailed e-mail, fax or mail correspondence e) Written Government policy documents affecting the job holder's area of responsibility f) Current legislation affecting the job holder's area of responsibility g) Program, system or design specifications h) Factual reports on aspects of the institution such as policy guidelines
Communication/information the job holder needs to carry out in order to perform the job:
<ul style="list-style-type: none"> a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Basic explanation of services to employees of the institution or clients d) Detailed technical explanation of services or concepts to employees of the institution or clients e) Simple verbal instructions to other employees within the institution f) Detailed verbal or written instructions or requests to employees of the institution or contractors g) Detailed e-mail, fax or mail correspondence h) Drafting of factual reports, presentations, procedure or policy documents or training material i) Negotiation with customers/clients or suppliers over price, contracts or services
9. Sapiential Authority
Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).
N/A
10. Influence:

Job holder's influence over practices, policies or strategy:

Is expected to come up with suggestions on improved practices

Job holders' influence over subordinates and colleagues:

- a) Convey information inside the institution
- b) Convey information outside the institution

Job holders' influence over people outside the directorate but within the institution and people outside the institution

- a) Convey information inside the institution
- b) Convey information outside the institution
- c) Negotiation outside the institution

11. Other responsibilities assigned outside of the core responsibilities of the job:

N/A

12. Working Conditions:

Working Environment

Is exposed to disagreeable conditions. The jobholder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.

Job Hazards

Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

2.3. *Technologist I*

1. Background Information			
Job Title: Technologist I	Job Level: JOOUST/ICT/013	Current Grade: 7	No. of Posts:
Institution: Jaramogi Oginga Odinga University of Science and Technology		College/ School / Faculty: N/A	
Directorate/Division: Planning, Administration and Finance		Department/ Section/Unit: Information Communication Technology	
Reports to: Director, Information Communication Technology (ICT)			
Direct Reports: N/A		Indirect Reports: N/A	
2. Purpose of the Job:			
This position is responsible for provision of technical support to end users and university wide maintenance of both hardware and software.			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: N/A			
Operational Responsibilities: <ol style="list-style-type: none"> Act as the first point of call for both students and staff in all ICT related issued. Support Enterprise Resource Planning (ERP) system users and ensure that all the systems are up and running at all times. Ensure equipment in the ICT server room are working well at all times through repair and regularly servicing them. Support users with varying knowledge and experience through training on standard office applications to equip them with knowledge to enable them use the applications effectively. Maintain ICT infrastructure through provision of technical services by software installation, service and repair of all ICT related hardware for the institution. 			

<ul style="list-style-type: none"> f) Troubleshoot software and hardware compatibility issues and ensure all failed computer products and processes are identified and solved. g) Deploy and check all users have updated Anti-Virus software to check for any vulnerability and combat new viruses and protect university computers and information. h) Identify and fix network issues for all university users to allow access to relevant data/information when required. i) Escalate unresolved hardware issues or faults to the respective vendors or suppliers with whom we have a maintenance contract for solutions.
4. Job Dimensions:
<i>Financial Responsibilities</i>
N/A
<i>Responsibility for physical assets</i>
<ul style="list-style-type: none"> a) Computer and its accessories b) Backup tapes c) Servers d) Printer
<i>Nature of decision making</i>
<ul style="list-style-type: none"> a) Technical decisions b) Analytical decisions c) Operational decisions
5. Qualifications Knowledge and Skills:
<i>Minimum level of academic qualifications required to perform effectively in the role</i>
Diploma in Computer Science, Information Systems, Information Technology or in any other related field.
<i>Minimum level of professional qualification required to perform effectively in the role</i>
N/A
<i>Minimum level of knowledge that would be regularly applied to the job</i>
<ul style="list-style-type: none"> a) Technical, specialist or analytical skills acquired through tertiary education or the equivalent experience b) Hardware and Software troubleshooting skills c) Configuration skills
<i>Typical soft skills that would be regularly applied to the job (Attributes)</i>
<ul style="list-style-type: none"> a) Communication skills b) Team building c) Supervisory skills d) Ability to work under pressure. e) Problem solving skills f) Interpersonal skills
<i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i>

Meets the requirements of Chapter six of the Constitution of Kenya 2010
6. Relevant Experience Required:
<i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i>
At least 3years experience as a Technologist in a similar position
7. Problem Solving:
Problems are variable, and resolution may require some flexibility within established procedures. Always makes first line attempt to solve problems.
8. Communication:
<i>Communication/information the job holder needs to understand in order to perform the job:</i>
<ul style="list-style-type: none"> a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests d) Detailed written procedures e) Detailed technical and/or functional instructions or queries f) Basic e-mail, fax or mail correspondence g) Detailed e-mail, fax or mail correspondence h) Written Government policy documents affecting the job holder's area of responsibility i) Current legislation affecting the job holder's area of responsibility j) Program, system or design specifications k) Factual reports on aspects of the institution such as policy guidelines
<i>Communication/information the job holder needs to carry out in order to perform the job:</i>
<ul style="list-style-type: none"> a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Basic explanation of services to employees of the institution or clients d) Detailed technical explanation of services or concepts to employees of the institution or clients e) Simple verbal instructions to other employees within the institution f) Detailed verbal or written instructions or requests to employees of the institution or contractors g) Basic e-mail, fax or mail correspondence h) Detailed e-mail, fax or mail correspondence i) Drawing up project briefs j) Drawing up program, system, technical or design specifications
9. Sapiential Authority
<i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i>
N/A
10. Influence:
<i>Job holder's influence over practices, policies or strategy:</i>

Is expected to come up with suggestions on improved practices
<i>Job holders' influence over subordinates and colleagues:</i>
N/A
<i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i>
a) Convey information inside the institution b) Convey information outside the institution
11. Other responsibilities assigned outside of the core responsibilities of the job:
N/A
12. Working Conditions:
<i>Working Environment</i>
Is exposed to noticeable disagreeable conditions. The job holder has some exposure to severe disagreeable conditions such as noise, moisture, dust, excessive temperatures or considerable dirt.
<i>Job Hazards</i>
Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

2.4. *Technologist II*

1. Background Information			
Job Title: Technologist II	Job Level: JOOUST/ICT/015	Current Grade: 5	No. of Posts:
Institution: Jaramogi Oginga Odinga University of Science and Technology		College/ School / Faculty: N/A	
Directorate/Division: Planning, Administration and Finance		Department/ Section/Unit: Information Communication Technology	
Reports to: Director, Information Communication Technology (ICT)			
Direct Reports: N/A		Indirect Reports: N/A	
2. Purpose of the Job:			
This position is responsible for provision of technical support in computer related tasks which includes networking, installation and maintenance. Provision of end user support to both staff and students.			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: N/A			
Operational Responsibilities: <ul style="list-style-type: none"> a) Ensure proper functioning of computer equipment, communication and network resources in ICT laboratory. b) Work with the ICT team to ensure functional efficiency in management and maintenance of ICT Laboratory computers and equipment within the university. c) Set up presentation equipment for conferences, meetings and class sessions for university staff and students. d) Install, maintain and configure common end user application software. e) Assess malfunctions in network hardware and software to determine appropriate actions to maintain computer and network operations with escalation of major issues to the Director ICT. f) Execute departmental activities for the purpose of providing services to other divisions or offices while meeting department objectives. 			

g) Set up, test and install new computer, printers, projectors and other Information Technology (IT) equipment for the university.
h) Perform helpdesk services by receiving calls and requests from users.
i) Resolve wireless connection issues for both administration and students and assist in installing basic learning support software.
j) Truck and installation of new networks in the expansion of the institution offices and computer laboratories.
4. Job Dimensions:
<i>Financial Responsibilities</i>
N/A
<i>Responsibility for physical assets</i>
a) Computer and its accessories
b) Computers (50 laboratory desktop computers)
c) ICT projectors
<i>Nature of decision making</i>
a) Technical decisions
b) Analytical decisions
c) Operational decisions
5. Qualifications Knowledge and Skills:
<i>Minimum level of academic qualifications required to perform effectively in the role</i>
Diploma in Computer Science, Information Systems, Information Technology or in any other related field.
<i>Minimum level of professional qualification required to perform effectively in the role</i>
N/A
<i>Minimum level of knowledge that would be regularly applied to the job</i>
a) Technical, specialist or analytical skills acquired through tertiary education or the equivalent experience
b) Troubleshooting skills
c) Technical skills in IT
d) Configuration skills
<i>Typical soft skills that would be regularly applied to the job (Attributes)</i>
a) Communication skills
b) Team building
c) Supervisory skills
d) Ability to work under pressure.
e) Problem solving skills
f) Interpersonal skills
<i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i>
Meets the requirements of Chapter six of the Constitution of Kenya 2010
6. Relevant Experience Required:

Minimum number of months or years of experience the jobholder is required to have to be appointed to the position
At least 3years experience in ICT
7. Problem Solving:
Problem solutions are not obvious and need to be determined through the use of technical or analytical skills.
8. Communication:
Communication/information the job holder needs to understand in order to perform the job:
<ul style="list-style-type: none"> a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests d) Detailed written procedures e) Detailed technical and/or functional instructions or queries f) Basic e-mail, fax or mail correspondence g) Detailed e-mail, fax or mail correspondence h) Written Government policy documents affecting the job holder's area of responsibility i) Current legislation affecting the job holder's area of responsibility j) Program, system or design specifications
Communication/information the job holder needs to carry out in order to perform the job:
<ul style="list-style-type: none"> a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Basic explanation of services to employees of the institution or clients d) Detailed technical explanation of services or concepts to employees of the institution or clients e) Simple verbal instructions to other employees within the institution f) Detailed verbal or written instructions or requests to employees of the institution or contractors g) Detailed e-mail, fax or mail correspondence h) Drawing up program, system, technical or design specifications
9. Sapiential Authority
Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).
N/A
10. Influence:
Job holder's influence over practices, policies or strategy:
Is expected to come up with suggestions on improved practices
Job holders' influence over subordinates and colleagues:
N/A

Job holders' influence over people outside the directorate but within the institution and people outside the institution

- a) Convey information inside the institution
- b) Convey information outside the institution

11. Other responsibilities assigned outside of the core responsibilities of the job:

Train and end user support for ERP modules for the administrative staff.

12. Working Conditions:

Working Environment

Is exposed to disagreeable conditions. The jobholder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.

Job Hazards

Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

2.5. Laboratory Assistant

1. Background Information			
Job Title: Laboratory Assistant	Job Level: JOOUST/ICT/015	Current Grade: 5	No. of Posts:
Institution: Jaramogi Oginga Odinga University of Science and Technology		College/ School / Faculty: N/A	
Directorate/Division: Planning, Administration and Finance		Department/ Section/Unit: Information Communication Technology	
Reports to: Director, Information Communication Technology (ICT)			
Direct Reports: N/A		Indirect Reports: N/A	
2. Purpose of the Job:			
This position is responsible for provision of ICT related technical services to the university which include service desk & user and learning support.			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: N/A			
Operational Responsibilities:			
<ul style="list-style-type: none"> a) Act as the first point of call for both students and staff on ICT issues. b) Work to solve tickets in our Helpdesk system c) Update asset lists, keeping track of laptops, projectors and other ICT equipment. d) Ensure satisfactory working state of equipment in the ICT rooms for teaching and students use. e) Help users to access software and data used within the University. f) Support the use of operating systems: Windows XP, Windows 7, 8 and 10. g) Troubleshoot software compatibility issues and assist users face-to-face, by phone, by email or by remote access troubleshoot all ICT related issue. h) Support users with varying knowledge and experience. 			

- i) Install software on laptops and computers and service and repair hardware for staff across all departments.
- j) Install projectors, smart boards, speakers, network, computers and/or printers for university staff and students during classes and university conferences and meetings.
- k) Maintain printers around the University and ensure the ICT rooms' printers always have paper.
- l) Clean and maintain ICT equipment.
- m) Manage active directory accounts.
- n) Update and deploy computer images using various softwares.
- o) Ensure clients are getting regular backups.
- p) Deploy and check all users have updated Anti-Virus software.
- q) Provide training for users on standard office applications as well as other department software used.
- r) Support teaching & administrative staff with the use of their computers and other ICT equipment.

4. Job Dimensions:

Financial Responsibilities

N/A

Responsibility for physical assets

- a) Computer and its accessories
- b) Computers (50 laboratory desktop computers)
- c) ICT projectors
- d) ICT Uninterrupted Power Supply (UPS)

Nature of decision making

- a) Technical decisions
- b) Analytical decisions
- c) Operational decisions

5. Qualifications Knowledge and Skills:

Minimum level of academic qualifications required to perform effectively in the role

Certificate in Computer Science, Information Systems, Information Technology or in any other related field.

Minimum level of professional qualification required to perform effectively in the role

N/A

Minimum level of knowledge that would be regularly applied to the job

- a) Technical, specialist or analytical skills acquired through tertiary education or the equivalent experience
- b) Troubleshooting skills
- c) Technical skills in ICT
- d) Configuration skills

Typical soft skills that would be regularly applied to the job (Attributes)

- a) Communication skills
- b) Team building
- c) Supervisory skills
- d) Ability to work under pressure.
- e) Problem solving skills
- f) Interpersonal skills
- g) Supervisory

Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role
Meets the requirements of Chapter six of the Constitution of Kenya 2010
6. Relevant Experience Required:
Minimum number of months or years of experience the jobholder is required to have to be appointed to the position
At least 3 years attendant's experience in a computer laboratory set up
7. Problem Solving:
Problem solutions are not obvious and need to be determined through the use of technical or analytical skills.
8. Communication:
Communication/information the job holder needs to understand in order to perform the job:
<ul style="list-style-type: none"> a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests d) Detailed written procedures e) Detailed technical and/or functional instructions or queries f) Basic e-mail, fax or mail correspondence g) Detailed e-mail, fax or mail correspondence h) Written Government policy documents affecting the job holder's area of responsibility i) Current legislation affecting the job holder's area of responsibility j) Program, system or design specifications k) Factual reports on aspects of the institution such as policy guidelines
Communication/information the job holder needs to carry out in order to perform the job:
<ul style="list-style-type: none"> a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Basic explanation of services to employees of the institution or clients d) Detailed technical explanation of services or concepts to employees of the institution or clients e) Simple verbal instructions to other employees within the institution f) Detailed verbal or written instructions or requests to employees of the institution or contractors g) Detailed e-mail, fax or mail correspondence h) Drawing up program, system, technical or design specifications
9. Sapiential Authority
Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).
N/A
10. Influence:
Job holder's influence over practices, policies or strategy:

Is expected to come up with suggestions on improved practices
<i>Job holders' influence over subordinates and colleagues:</i>
N/A
<i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i>
a) Convey information inside the institution b) Convey information outside the institution
11. Other responsibilities assigned outside of the core responsibilities of the job:
N/A
12. Working Conditions:
<i>Working Environment</i>
Is exposed to disagreeable conditions. The jobholder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<i>Job Hazards</i>
Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

2.6. Information Communication Technology (ICT) Laboratory Attendant

1. Background Information			
Job Title: ICT Laboratory Attendant	Job Level: JOOUST/ICT/015	Current Grade: 5	No. of Posts:
Institution: Jaramogi Oginga Odinga University of Science and Technology		College/ School / Faculty: N/A	
Directorate/Division: Planning, Administration and Finance		Department/ Section/Unit: Information Communication Technology	
Reports to: Director, Information Communication Technology (ICT)			
Direct Reports: N/A		Indirect Reports: N/A	
2. Purpose of the Job:			
This position is responsible for provision of end user and learning Support to ensure smooth running of information systems hence ensuring efficiency in ICT operations within the university.			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: N/A			
Operational Responsibilities: <ul style="list-style-type: none"> a) Install and configure new computers, printers, scanners and installing programs. b) Facilitate virus detection, removal and prevention of all systems in the Local Area Network. c) Repair and perform preventive maintenance of ICT hardware. d) Create and maintain documentation for supported ICT systems in accordance with ICT Policy and standards. e) Performing corrective system maintenance procedures in case of failure and periodically updating software f) Configure and troubleshoot Network and Connectivity issues immediately they arise. g) Ticket user requests and resolve them, generate weekly & monthly status and incident reports for efficient Help Desk support. 			

<ul style="list-style-type: none"> h) Train end users on the various applications to optimize utilization of IT resources and for ICT Capacity Building. i) Provide guidance to the students on using the various software, tools and applications efficiently j) Printers' setup, maintenance & re-Installation and administration k) Install, configure and troubleshoot operating systems, system software and application software in the computer laboratories and Administration Offices.
4. Job Dimensions:
<i>Financial Responsibilities</i>
Provide input to the budget of ICT hardware and software
<i>Responsibility for physical assets</i>
<ul style="list-style-type: none"> a) Computer and its accessories b) Laboratory desktop computers and Uninterrupted Power Supply (UPS) c) ICT projectors d) Printer
<i>Nature of decision making</i>
<ul style="list-style-type: none"> a) Technical decisions b) Analytical decisions c) Operational decisions
5. Qualifications Knowledge and Skills:
<i>Minimum level of academic qualifications required to perform effectively in the role</i>
Certificate in Computer Science, Information Systems, Information Technology or in any other related field.
<i>Minimum level of professional qualification required to perform effectively in the role</i>
N/A
<i>Minimum level of knowledge that would be regularly applied to the job</i>
<ul style="list-style-type: none"> a) Technical, specialist or analytical skills acquired through tertiary education or the equivalent experience b) Troubleshooting skills c) Configuration skills
<i>Typical soft skills that would be regularly applied to the job (Attributes)</i>
<ul style="list-style-type: none"> a) Communication skills b) Team building c) Supervisory skills d) Ability to work under pressure. e) Problem solving skills f) Interpersonal skills g) Supervisory
<i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i>
Meets the requirements of Chapter six of the Constitution of Kenya 2010

6. Relevant Experience Required:
<i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i>
At least 3 years attendant's experience in a computer laboratory set up or its equivalent
7. Problem Solving:
Problems are variable, and resolution may require some flexibility within established procedures. Always makes first line attempt to solve problems.
8. Communication:
<i>Communication/information the job holder needs to understand in order to perform the job:</i>
<ul style="list-style-type: none"> a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests d) Detailed written procedures e) Detailed technical and/or functional instructions or queries f) Basic e-mail, fax or mail correspondence g) Detailed e-mail, fax or mail correspondence h) Written Government policy documents affecting the job holder's area of responsibility i) Current legislation affecting the job holder's area of responsibility j) Program, system or design specifications k) Factual reports on aspects of the institution such as policy guidelines
<i>Communication/information the job holder needs to carry out in order to perform the job:</i>
<ul style="list-style-type: none"> a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Basic explanation of services to employees of the institution or clients d) Detailed technical explanation of services or concepts to employees of the institution or clients e) Simple verbal instructions to other employees within the institution f) Detailed verbal or written instructions or requests to employees of the institution or contractors g) Detailed e-mail, fax or mail correspondence h) Drawing up program, system, technical or design specifications
9. Sapiential Authority
<i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i>
N/A
10. Influence:
<i>Job holder's influence over practices, policies or strategy:</i>
Is expected to come up with suggestions on improved practices
<i>Job holders' influence over subordinates and colleagues:</i>

N/A
<i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i>
<ul style="list-style-type: none"> a) Convey information inside the institution b) Convey information outside the institution
11. Other responsibilities assigned outside of the core responsibilities of the job:
N/A
12. Working Conditions:
<i>Working Environment</i>
Is exposed to disagreeable conditions. The jobholder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<i>Job Hazards</i>
Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

Final Signoff

	Name	Designation	Sign	Date
Head of Department				
Human Resource				

Fair pay for fair play