VACANCY ANNOUNCEMENTS

The Kenya Trade Network Agency (KenTrade) is a State Corporation under the National Treasury whose mandate is to implement, operationalize and manage the Kenya National Electronic Single Window System (Kenya TradeNet System) as well as Trade Facilitation.

To fulfil our mandate, we wish to engage suitably qualified candidates who meet the requirements of Chapter 6 of the Kenya Constitution for the following positions;

RE - ADVERTISEMENTS

1. **Senior Product and Applications Development Officer – KTNA 6 (Two Posts)**

Job Title: Senior Product and Applications Development Officer – KTNA 6

Reports to: Assistant Manager Applications

Duty Station: Nairobi

Purpose for the Job

The purpose of the job is gathering user requirements, analyzing, designing, developing and implementing business applications and the maintenance of existing solutions as well as innovations for efficiency and enhanced service delivery

Duties and Responsibilities

i.   Develop prototypes for required solutions;

ii. Develop code, update and maintain software solutions, packages or reports to fulfil user requirements;
iii. Maintain applications, debug or enhance existing programs to increase operating efficiency or adapt to new requirements;
iv. Conduct unit and integration tests for solutions developed;
v. Draft, contribute to instructions or manuals to guide end users;
vi. Spearhead application changes with version control and making sure that release management is kept;
vii. Coordinate specialist trainings that relate to supported applications and areas, study operations and user manuals, request specialist trainings;
viii. Team up with legal and project managers to shape software contracts ensuring contracts address architecture and economic value goals of software systems;
ix. Supervise the configuration and deployment of software solutions;
x. Implement program support for computer operators or system analysts to define and resolve problems in running computer programs;
xi. Spearhead such other duties as may be reasonably required and which are consistent with the level of responsibility of this job.

Minimum Academic, Professional Qualifications and Experience

i. Degree in Computer Science, Information Technology or equivalent qualification from a recognized institution;
ii. A supervisory course lasting not less than 2 weeks will be an added advantage;
iii. At least three (3) years' working experience in applications development and database operations;
iv. Experience with a variety of object oriented programming languages;
v. Proficiency in Relational Databases
vi. Membership to a relevant professional body;
vii. Meets provision of chapter six of the Constitution;

2. **Senior System Administrator – KTNA 6 (Two Posts)**

Job Title: Senior System Administrator – KTNA 6

Reports to: Assistant Manager, Data and Systems Management

Duty Station: Nairobi and Mombasa

Purpose for the Job

The purpose of this job is to ensure effective provisioning, installation/configuration, operation and maintenance of systems, hardware and software and related infrastructure.

Duties and Responsibilities

i. Design and Implement Complex multi-server architectures;
ii. Controlling access permissions and privileges of corporate systems as per set policies, procedures and User needs;
iii. Manage both UNIX/LINUX and Windows based Virtualised Server environments;
iv. Installing and configuring System software's;
v. Documentation of systems configurations;
vi. Troubleshooting and fixing of any reported system problems;
vii. Responsible for system performance tuning;
viii. Regularly Apply system updates and patches;
ix. Assess user and stakeholder needs and propose cost effective solutions;
x. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job.

Minimum Academic, Professional Qualifications and Experience

i. Bachelor's degree in Information Technology, Computer Science or related from a recognized institution;
ii. Microsoft administration certification;
iii. UNIX or Linux administration Certification;
iv. A supervisory course lasting not less than two (2) weeks;
v. Membership to a relevant professional body;
vi. Relevant work experience of atleast three (3) years
vii. Meets provision of chapter six of the Constitution;

3. Senior Information Security Officer – KTNA 6

Job Title: Senior Information Security Officer – KTNA 6

Reports to: Assistant Manager, IT Security

Duty Station: Nairobi

Purpose for the Job

i. Protecting KenTrade's data and infrastructure from external or internal threats; and ensuring compliance with statutory and regulatory requirements regarding information access, security and privacy.
ii. Continuously carrying out information risk assessment to ensure KenTrade's information security risks are brought under explicit management control

Duties and Responsibilities

i. Spearhead the implementation of a comprehensive information security and Data privacy program for KenTrade;
ii. Spearhead the implementation of and review of KenTrade's ICT security policies, standards, procedures and guidelines;
iii. Lead in the design, implementation, operation and maintenance of the information security management system based on the ISO/IEC 27000 series standards, including certification against ISO/IEC 27001;
iv. Lead in the activities relating to contingency planning, business continuity management and IT disaster recovery in conjunction with relevant functions and third parties;
v. Lead the implementation of an ongoing risk assessment program targeting information security matters;
vi. Collect and summarize security events and data including preparing security reports and eventual remedies to be taken;
vii. Administer ICT security tools, maintain security escalation and contact lists and security logs;
viii. Offer internal management consultancy advise and practical assistance on information security risk and control matters throughout the organization;
ix. Carry out information security awareness, training and educational activities;

x. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job.

Minimum Academic, Professional Qualifications and Experience

i. Bachelor's degree in Information Technology, Computer Science or related from a recognized institution;
ii. Professional qualifications in CISSM/CISA/ CEH/ Operating System based Certification, Security+;
iii. Membership to a relevant professional body;
iv. A supervisory course lasting not less than two (2) weeks;
viii. Work experience of atleast three (3) years in Information Security Administration, IT Security compliance or IT security audit
v. Meets provision of chapter six of the Constitution.

NEW POSITIONS

1. **Shipping and Customs Operations Officer – KTNA 7**

Job Title: Shipping and Customs Operations Officer – KTNA 7

Reports to: Manager, TradeNet and Value Add Services

Duty Station: Mombasa

Purpose for the Job

To oversee submission and approvals of all Manifest, Baplie, Delivery orders, Arrival reports and other documents related to ports and shipping submitted through Kenya TradeNet System. It also involves overseeing submission and approvals of all Customs related Single window processes including declarations and bonds through Kenya TradeNet System.

Duties & Responsibilities

i. Ensure Manifest, Baplie, Delivery orders, Arrival reports and other documents related to ports and shipping submitted through Kenya TradeNet System are processed timely in line agreed standards and meets customer expectations;

ii. Liaise with Kenya Ports Authority (KPA), Ships agents and other stakeholders to ensure that shipping documents are processed as per agreed business processes and timelines;

iii. Ensure Sea manifest, Marine cargo insurance covers and bonds applied through Kenya TradeNet System are processed timely in line agreed standards and meets customer expectations;

iv. Liaise with Kenya Revenue Authority (KRA) to ensure that IDFS, declarations and are processed in ICMS are received in TradeNet system and response back as per agreed business processes and timelines;

v. Work with stakeholders to ensure that shipping documents processed through Kenya TradeNet System comply to existing regulations and practices;

vi. Continuously monitor the performance of the System to ensure that users of the system process their documents in line with the service level agreements;

vii. Regularly provide reports and statistics on performance of cargo clearance process by PGAs;

viii. Liaise with Business Analysts to improve/streamline processes pertaining to submission/approval of shipping & Customs in the country

ix. Liaise with System Analysts to ensure that Kenya TradeNet System is continuously enhanced in line with the changing business environment to meet the customer needs in shipping industry;

x. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role.

Minimum Academic, Professional Qualifications

i. Bachelor's' Degree in a Commerce, Business Administration/ICT or related field from a recognized institution;

ii. Certificate in Computer Application;

iii. Meets provision of chapter six of the Constitution;

iv. Experience in shipping and customs shall be an added advantage.

2. Contact Centre Assistant – KTNA 9

Job Title: Contact Centre Assistant – KTNA 9

Reports to: Contact Centre Officer

Duty Station: Nairobi

Job purpose

The Contact Centre is the first point of contact and will attend to queries and inquiries via the telephone/email. The Contact Centre Assistant receive clients, calls and handle queries and provides general information about KenTrade.

Duties and Responsibilities

   i. Effective management of inbound and outbound enquiries received through telephone calls, e-mail, SMS. Ensuring that all customers' queries are addressed according to the KenTrade customer service charter;

  ii. Ensuring complaints or compliments are captured in system and escalated to Subject Matter Experts within agreed timelines;

 iii. Identify situations requiring specialist information and direct customers appropriately;

 iv. Preparing operational/daily reports and forward to supervisor;

  v. Provide advice and communication using "scripts" when handling customers in the most appropriate format, demonstrating due attention to details and professionalism;

 vi. Receive and follow up of issues within set timelines and update customers promptly;

vii. Meet personal/team qualitative and quantitative targets;

viii. Maintain an awareness of all relevant service developments and participate in all aspects of training so as to improve effectiveness and efficiency of service delivery;

 ix. Adhering to day to day running and operations of the Call Centre including set Key Performance Indicators (KPIs);

  x. Ensure adherence to systems and processes for timely and accurate reporting;

 xi. Establish and maintain a customer eccentric culture among the team;

xii. Work in close coordination with IT and Trade Facilitation and Value Add Services team for quicker response and resolution to customer issues;

xiii. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role;

Minimum Academic, Professional Qualifications and Experience

i. Diploma in a relevant field;
ii. Certificate in Computer Application;
iii. Meets provision of chapter six of the Constitution.

HOW TO APPLY

1. a) Qualified and interested candidates are requested to submit their application letter, curriculum vitae (that contains details of qualifications, work experience, email and telephone contacts including names, telephone and email contacts of three (3) referees who must be familiar with the candidates' previous work experience) and copies of all certificates & relevant testimonials.

   b) Candidates who had applied previously are advised to re – apply;

   c) Shortlisted candidates shall be required to obtain and submit valid copies of the following documents at the interviews;

i. Certificate of Good Conduct from the Directorate of Criminal investigations (CID)

ii. **Clearance** Certificate from the Higher Education Loans Board (HELB)

iii. Tax Compliance Certificate from Kenya Revenue Authority (KRA)

iv. **Clearance** form from the Ethics & Anti-corruption Authority (EACC)

v. **Clearance** certificate from a recognized Credit Reference Bureau (CRB)

2. Visit: https://portal.kentrade.go.ke/recruitment

3. Create a user account

4. Create your profile – *Edit your profile if you already have an account.*

- The information on the profile is split into tabs that the user must fill out before submitting a job application which includes the following;

i. Biodata - General Contact information about the applicant
ii. Academic qualifications - with the certificates attached;
iii. Professional qualifications - with the certificates attached;
iv. Membership to professional bodies - with membership certificates attached;
v. Employment history – Record of previous employers
vi. Referees
vii. Attach aapplication letter, CV

5. Input current and expected salary;
6. Submit application;
7. Click **My Applications** to check or confirm if your application has been successfully submitted.

All applications must be received not later than Monday November 22, 2021.

KenTrade values diversity therefore women and Persons With Disability (PWD) are strongly encouraged to apply.