JOB RE‑ADVERTISEMENT: IT SUPPORT OFFICER

About the Organization: Established in 2007, Women's Empowerment Link (WEL) is a non-profit, nonpartisan, and non-governmental organization dedicated to women's rights. We empower women and girls to reach their full potential—politically, socially, and economically—by advocating for their human and social justice rights. WEL acknowledges that women's survival—and that of their communities—is increasingly threatened by economic dependency, illiteracy, gender inequalities, marginalization, sexual and gender-based violence (SGBV), conflicts, and inadequate laws and policies.

With the new strategic plan (2025-2030), WEL recognizes that Women's and youth's economic empowerment is a prerequisite for sustainable development and for achieving sustainable development goals (SDGs).

Together with other partners, WEL intends to roll out a 5-year program aimed to removing systemic barriers to financial inclusion and creating sustainable economic opportunities for financially disadvantaged young people in Kenya, WEL understands that, agriculture is crucial sector for Kenya's economy, and is contributing to about 21% of the GDP and employing nearly 70% of the workforce, however, youth involvement remains low due to negative perceptions and various challenges associated with the sector. Additionally, young women are particularly marginalized within the sector and primarily used as on-farm labor and confined to the lower productivity segments of value chains.

Title	IT Support Officer– 1 Position
Reporting to	**Finance and Administration Manager**
Location	**The position is based in Nairobi with intermittent travel to the field to offer technical support.**
Starting date	**31ˢᵗ March 2026**
Contract Length	**24 months renewable based on Performance and subject to funds availability.**
Closing date for applications	**24ᵗʰ March 2026 applications will be reviewed on a rolling basis**

Note: **The position is both Internal and external open to both Youths, Women, Persons with Disability candidates who meet the specified qualifications.**

SUMMARY OF THE ROLE

The IT Support Officer is responsible for ensuring the effective operation, maintenance, and security of WEL's information technology systems. The role provides day-to-day technical support to staff, supports programmatic and administrative operations through reliable IT services, and ensures compliance with organizational policies, data protection standards, and donor requirements.

JOB RESPONSIBILITIES

1. **Support and Service Delivery**
- Provide timely first- and second-level IT support to staff, including troubleshooting hardware, software, and connectivity issues.
- Install, configure, and maintain computers, printers, internet devices, and other office IT equipment.
- Support staff in the use of email systems, office applications, and collaboration tools.
- Set up IT equipment and system access for new staff and disable access during staff exit processes.

2. **Systems, Network, and Data Management**
- Monitor and maintain office networks, internet connectivity, and shared systems.
- Perform regular system updates, antivirus checks, and basic cybersecurity controls.
- Ensure regular data backups and support data protection and confidentiality practices.
- Maintain accurate documentation of IT systems, configurations, and procedures**.**

3. **IT Administration and Compliance**
- With the support of the admin, maintain an up-to-date inventory of IT equipment, software licenses, and user access.
- Support virtual meetings, training, and online events.
- Liaise with external IT service providers and vendors when required.
- Ensure IT practices comply with WEL policies, data protection regulations, and donor standards.

Person Specification/Qualifications

a) Education and Certification
- Diploma in Information Technology, Computer Science, or a related field
- Relevant IT certifications will be an added advantage

b) Essential Experience

- Early-career professional with 2–3 years of experience in an IT support or helpdesk role, preferably within an NGO environment.

Technical Competencies
- Strong knowledge of computer hardware, Windows operating systems, and office applications
- Basic understanding of networking, internet connectivity, and troubleshooting
- Experience supporting Microsoft 365, Google Workspace, or similar platforms
- Basic knowledge of data security and backup practices
- Ability to document and manage IT assets and systems

Behavioral / General Competencies

- Strong interpersonal and communication skills
- Patience and ability to support non-technical users
- High level of integrity and confidentiality
- Attention to detail and problem-solving skills
- Team player with a service-oriented mindset
- Emotional intelligence and professionalism

a) **Desirable**
- Firm, Stress tolerance, Attention to detail, Able to work with limited supervision, Proactive and reliable, Team player, Working in a multi-cultural set-up

b) **Ability:** Work on one's own initiative with minimum supervision and to stay on task, work under pressure and tight deadlines, and travel frequently.

Note: He/she should be a self-starter who is creative, diplomatic, mature, and decisive.

How to Apply:

- Please submit your CV (maximum 3 pages) and a cover letter, stating your salary expectations, in PDF format, along with any other supporting documents, to **recruitment@wel.or.ke.**
- The deadline for receiving applications is 24th March 2026 at 5:00 PM (EAT). Applications received after this deadline will not be considered. However, applications will be reviewed on a rolling basis.
- Due to the high volume of applications received, only short-listed candidates will be contacted.

Women's Empowerment Link (WEL)is an equal opportunity employer and does not charge a fee at any stage of the recruitment process (for application, written test, interview, training, medical examination etc.)

Women's Empowerment Link (WEL) has also a zero-tolerance approach to any harm to, or exploitation of, a child or a vulnerable adult by any of our staff, related people or partners.

Safeguarding checks are part of the selection process. WEL commitment to being a safe organization begins with the staff recruitment process which includes meticulous checks, such as criminal records check or disclosure of previous convictions, to ensure children and vulnerable groups are safeguarded from abuse and exploitation.

WEL promotes a welcoming, diverse and discrimination and harassment-free workplace and expects the highest standards of behavior from all its staff, who are requested to adhere.