



WE ARE CERTIFIED

ICT & Information Management Assistant

WE ARE CERTIFIED - NORISHA FOUNDATION. Public Benefit Organization registration PBO/2026/NL-NDUYEKB, dated 13 October 2026.

Public certificate display copy:

<https://www.norisha.org/documents/norisha-pbo-registration-certificate-display.pdf>

ENROL ONLINE FIRST: www.norisha.org/registration/careers

Applications and planned posts

25 October-30 November 2026, 23:59 EAT | 47 planned national posts for this role; appointments phased.

Role context

Norisha Foundation is establishing a Lead and Assistant team for each specialist department in its county teams across Kenya. The Assistant contributes relevant technical skills and implementation support under the department Lead. The role requires professional integrity, sound practical judgment and reliable follow-through across programme and support activities.

Purpose

Support the ICT & Information Management Lead through accurate technical work, organised follow-up and reliable departmental records within delegated responsibilities.

Reporting

Reporting directly to the ICT & Information Management Lead. The Assistant carries out delegated technical and administrative duties, submits work for review and provides cover only under documented delegation. The Lead retains departmental oversight; the Assistant has no automatic authority to approve their own work.

Responsibilities

1. Provide routine user, device and approved-application support and maintain a support log.
2. Process access changes only after the required authorisation and within assigned permissions.
3. Maintain ICT inventory, controlled document records and information-quality checklists.
4. Support approved backup checks, user guidance and incident documentation.
5. Escalate faults or suspected security incidents to the Lead and central ICT; never bypass controls or disclose credentials.



Required qualifications

Bachelor's degree in information technology, computer science, information systems, information management, cybersecurity or a closely related field.

Required experience

At least 3 years of relevant professional experience in ICT and information management, including 2 years supporting NGO, nonprofit, humanitarian or community-development programmes. These periods may overlap. Evidence of reliable technical work, accurate records and completion of delegated responsibilities is required.

Knowledge and expertise

Troubleshooting, secure access administration and structured information management.

Digital user support, clear documentation and reliable incident prioritisation.

Ability to distinguish routine technical issues from potential security or confidentiality incidents.

Practical assessment

Complete a role-specific practical exercise involving accurate records, a short technical output and safe escalation of an identified error or risk. Explain how work should be submitted to the Lead for review.

Desirable strengths

A relevant master's degree, advanced technical training and experience supporting complex NGO programmes are desirable. Demonstrated learning, professional discipline and dependable cross-functional teamwork are valued.

Expected contribution

The Assistant is expected to produce accurate and timely work, maintain traceable records, follow approved procedures and raise problems early. Performance will be assessed against delegated tasks, quality of outputs, responsiveness to review and dependable cooperation with the Lead and other departments. Acting responsibility requires written delegation and does not bypass safeguarding, access or financial approval controls.





1. Enrol, then complete your application

FIRST ENROL at <https://www.norisha.org/registration/careers> and save your reference. Then review this JD and submit the cover letter, CV, relevant academic/professional certificates and two professional referees (with permission) to mark@norisha.org. Email subject: NORISHA RECRUITMENT 2026 | enrolment reference | role title | preferred county. Use PDF attachments totalling preferably below 10 MB. Applications close 30 November 2026 at 23:59 EAT. Do not send ID/passport copies, KRA PINs, SHA, banking, medical or confidential beneficiary records through the public enrolment form. No recruitment fee is charged.

2. Appointment and deployment

Selection, credential checks, available funding, readiness and a written offer precede appointment. Remuneration, contract duration, benefits, duty station and start date are confirmed in written terms. Intended start: 1 December 2026, tentative. Enrolment is not an employment offer or authority to represent Norisha.

3. Authenticity and fairness

Qualifications, experience, professional credentials and references must be accurate, genuine and verifiable. Forgery and deliberate misrepresentation may lead to rejection or withdrawal of an offer after verification and referral to the relevant authorities. Selection assesses job-related competence; reasonable assessment adjustments may be requested.

4. Applicant privacy

Application information is used for recruitment review, contact and necessary credential/reference checks by authorised reviewers. Unsuccessful files are reviewed for deletion six months after closing unless retention is legally required. Longer talent-pool retention requires a separate invitation. Contact mark@norisha.org about access or correction, or Kenya's Office of the Data Protection Commissioner about applicable rights.

