



WE ARE CERTIFIED

ICT & Information Management Lead

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 experienced professional teams for its county teams across Kenya. This role will help translate the Foundation's mission into coordinated, accountable support for vulnerable children, young people and families. The work requires depth of expertise, independent professional judgment and effective cooperation across programme and support functions. The postholder must understand how their decisions affect service quality, safeguarding, resources and public trust.

Purpose

Keep authorised office technology and information processes dependable, secure and usable by staff. Provide departmental oversight and supervise the Assistant.

Reporting

Supported by one department Assistant. The Lead reports to the County Coordinator, with relevant regional/national functional guidance. The Lead assigns work, reviews its quality, mentors the Assistant and remains accountable for the department's professional outputs.

Responsibilities

1. Support office devices, connectivity and approved applications and maintain a support register.
2. Administer user access only through authorised requests and approved role permissions.
3. Maintain asset-linked ICT records, information-quality checks and controlled document workflows.
4. Support approved backups, recovery checks and prompt incident escalation.
5. Train staff in secure system use, careful information handling and practical digital tools.





6. Coordinate system issues with central ICT; do not bypass access controls, expose credentials or activate restricted public services.

7. Allocate and review the Assistant's work, develop departmental routines and provide professional advice and risk reporting to office leadership.

Required qualifications

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

Required experience

At least 5 years of progressively responsible experience in ICT and information management, including 3 years supporting NGO, nonprofit, humanitarian or community-development programmes and 2 years holding functional responsibility, supervising relevant work or independently managing a substantial professional portfolio. These periods may overlap. Experience must show increasing responsibility and verifiable results.

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

Diagnose a simulated support problem, design an access-permission matrix and explain a safe response to a suspected information incident. Explain how you would prioritise departmental work, supervise an Assistant and review the quality of the function's outputs.

Desirable strengths

Relevant advanced specialist training, continuing professional development and experience supporting complex, multi-programme organisations. A record of mentoring colleagues, improving systems and delivering measurable professional results is desirable.

Expected contribution

The successful postholder will be expected to establish dependable working routines, maintain evidence of work completed, identify risks early and provide practical advice to office leadership. Performance will be assessed against agreed work plans, quality of professional outputs, timely escalation and demonstrable improvements in delivery. Appointment does not confer authority to activate services, collect money or make commitments beyond written delegation.





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.

