Gatsby Africa

IT ADMINISTRATOR

CANDIDATE PACK

Location: Nairobi, Kenya

About Gatsby Africa

Gatsby Africa is a private foundation set up by Lord David Sainsbury that is committed to building stronger and more inclusive economies in East Africa through the transformation of high potential sectors.

East Africa urgently needs economic transformation – growth with depth that will radically change economies, rapidly create jobs and offer large numbers of people pathways to make a step-change in their income. To address this, Gatsby aims to catalyse large-scale and lasting change in high potential sectors in East Africa to benefit many hundreds of thousands of people over the long-term. We have a portfolio of five sectors across Kenya, Rwanda, Tanzania and Uganda: aquaculture, forestry, livestock, textiles & apparel and water services. In addition, Gatsby has been supporting work in the tea industry in Tanzania and Rwanda through our partner, The Wood Foundation.

Gatsby, as a funder-implementer, uses a range of tools to achieve our goals including direct investment and investment facilitation, grants, technical assistance and work with governments on policies and legislation. Our portfolio puts us in a strong position to deliver meaningful levels of impact and the depth of our work provides us with a rich environment for learning. Our ethos, as a private foundation, is that we should be using the flexibility of our funding to do things that other development partners and institutions find difficult, to challenge ourselves to learn from best practices globally and to seek innovative new ways of driving change. Beyond our immediate work in transforming sectors, we also champion a coordinated and strategic approach to economic transformation from governments and funders.

Purpose of the Role

This position will support the installation, maintenance, upgrading, security, and use of all information technology at GA. The position will ensure alignment of technology vision with the business strategy of GA. It will also ensure that GA staff can use GA's IT facilities effectively.

Job Description

Department:	Operations and Finance
Reports to:	Manager, IT
Direct Reports:	None
Location:	Nairobi, Kenya with periodic regional travel if required

Key Responsibilities

Policies and Procedures

- Support implementation of GA information technology policies and procedures in liaison with the SFCT IT Team.
- Collaborate with key stakeholders to identify and address specific IT security and operational requirements.
- Ensure documentation is clear, accessible, and understandable for all employ-ees.
- Keep up to date with advancements and best practices in IT administration.
- Conduct regular training sessions to educate employees on IT policies and procedures.

IT Support

- First-line support for any software & hardware issues submitted by staff via email, remotely, by phone & in person; monitoring the number and severity of calls, responding according to need and requesting higher support from the IT Coordinator, Snr. IT Manager and/or SFCT IT Team as appropriate
- Provide first support for all aspects of the Microsoft 365 platform, including issues concerning SharePoint, OneDrive, Teams, the Office suite, and more
- Supporting relevant users in accessing specialist financial software, PS Financials, Athena
- Supporting & training staff to use office-based Audio-Visual equipment

Data Control

- Create user accounts according to relevant policies and procedures, and man-age access control as appropriate (including, where necessary, access to sensitive information)
- Create, maintain and develop SharePoint sites and libraries as required for the use of document storage
- Ensure all relevant staff follow the permission guidelines and best practices for SharePoint and OneDrive file storage, logging requested exceptions with the IT Manager
- Ensure backups, both on-premises and cloud based, are carried out and recovery is routinely tested.

Hardware infrastructure

- Manage the ICT asset lifecycle; requisitioning, maintenance, disposal, repair and/or upgrades.
- Manage security of the physical and virtual components of IT such as security of server rooms and installation of virus protections and firewalls
- Maintain inventory of East Africa hardware and software resources and perform periodic audits
- Configure new devices to meet organisation objectives.
- Carry out computer hardware diagnosis and basic issue-fixing

- Perform diagnostic tests and debugging procedures to optimize computer systems.
- Ensure smooth functioning of all IT infrastructure such as meeting room sys-tems, workstation monitors, biometric systems, servers and network connections.

ICT Projects & Training

- Assist in the identification and implementation of ICT Projects with IT Project Management tools
- Developing and maintaining pages within the intranet (SharePoint) as required for the purpose of IT training, as well as training
- Using 365 tools such as Power Automate, Power Apps and Forms to design, build and maintain 'low code' solutions that further enable collaborative and efficient working within GA

Person Specification

Key Competencies & Personal Attributes

- Extremely organised. Able to structure workflow in an orderly manner and prioritize tasks in a dynamic and demanding work environment.
- Deadline orientated and multi-tasker. Able to handle multiple assignments and deliver on time on all tasks.
- Rigorous attention to detail. Committed to achieving the highest quality in all aspects of the role.
- Team player. Ability to work well within a team and to develop strong and effective working relationships internally and externally.
- Excellent communication both written and oral. Ability to communicate clearly, accurately and sensitively, with an outgoing personality.
- Self-starter. Able to identify what needs to be done and takes the initiative, without waiting to be told.
- Fluency in English and Kiswahili, both written and verbal.

Knowledge, Experience & Qualifications

- A Degree in Information Technology or related field from an accredited institution of higher learning.
- A minimum 3 years' experience with demonstrated ability to conceptualize, build and implement large-scale ICT projects.
- Intermediate level proficiency in MS Office applications i.e. Word, Excel, PowerPoint, MS Project, Outlook, etc.
- Intermediate level of proficiency in IT projects
- Knowledge of MSD 365, ITIL, Power BI and ITSM are added advantages

Our Values

We have established a set of core values that serve as the foundation for the culture we strive to foster.

We Dream

Ambitious - We are deliberately *ambitious* – seeking transformational change and creating sectors of the future.

Innovative - We are *innovative* - prepared to take calculated risks and pioneer innovations with our partners to achieve our aims.

We Discover

Empathy - We work with *empathy* and humility, knowing that we can only be successful if others own the solutions.

Learning - We always seek to *learn* - always curious to understand why things do or do not work.

We Deliver

Collaborative - We are a *collaborative* organisation – knowing we can only achieve our aims when we work with others, and we build local ownership.

Delivery - We maintain a *delivery* focus – holding ourselves to the highest standards and knowing that everything we do must be focused on bringing meaningful change that lasts and doing so in the most efficient and cost-effective way possible.

How to apply

Before applying, please check that you can answer yes to all the following questions:

- Do you have a minimum of 3 years' experience with demonstrated ability to conceptualize, build and implement large-scale ICT projects?
- Do you have the existing right to work in Kenya?

If you cannot answer yes to these questions, please do not apply, as we will be unable to progress your application.

If you meet the criteria outlined above and would like to apply for the role, please click below.

Click here to apply

You will need to complete a short application form and submit;

- an up-to-date Curriculum Vitae/Resume (of not more than 2 pages),
- a cover letter

Your cover letter should be no more than one page long. It should explain why you are interested

in this opportunity at Gatsby Africa, and how your skills and experience make you a good fit. Bullet point cover letters will not be considered.

Indicative Timeline

Closing date for applications:	**Monday 18th August 2025** at **17:00 EAT** Please note we may close this vacancy earlier if we receive a high volume of applications.
Written Assessment:	Week commencing 25th August 2025
First round Interviews:	September 2025
Final interviews:	September 2025

Selection process

Due to the volume of applications only shortlisted candidates will be contacted, and we can only provide individual feedback to candidates who are invited to interview.

Shortlisted candidates will be required to undertake a written assessment before the first round of interviews. Further details will be provided to shortlisted candidates in due course.

Queries

If you encounter any problems or have questions on the application process, please contact **recruitment@gatsbyafrica.org.uk**

Diversity, equity and inclusion

Diversity, equity and inclusion are central to Gatsby Africa. We are committed to treating all employees and job applicants fairly, equally, and no less favourably than anyone else. We recognise, respect and value diversity and the benefits that difference can bring to our organisation.

Safeguarding

We are committed to protecting children and vulnerable adults from any harm when engaging with Gatsby Africa or its partners, and we expect all our staff to abide by our safeguarding policy.

Gatsby Africa

www.gatsbyafrica.org.uk