



NAIROBI CITY WATER & SEWERAGE COMPANY LTD.

KAMPALA RD, P. O. Box 30656-00100, Nairobi, Kenya

Tel: +254 703 080 000

Email: info@nairobiwater.co.ke

www.nairobiwater.co.ke



POSITION: ICT ASSISTANT

DIRECTORATE: ICT DIRECTORATE

DEPARTMENT: NETWORKS & INFRASTRUCTURE

LOCATION: HQ / REGIONS

GRADE: 7

REPORTING TO: ICT SUPERVISOR

MAIN INTERNAL CONTACTS: ALL STAFF

NO OF POSITIONS: 6No.

BROAD FUNCTION

To provide ICT support services at the Region/Stations for all NCWSC ICT systems, applications and hardware. The person will install, administer, monitor and report on performance of all the ICT systems at the region/station. The person supports and coordinates all ICT activities geared towards enhancing service delivery at the Region/Station.

DUTIES/RESPONSIBILITIES

1. Provide first line support for enterprise systems, ICT hardware, networks, and communication systems to ensure reliable 24/7 service availability.
2. Diagnose, troubleshoot, and resolve hardware, software, and network faults in a timely manner to minimize service interruptions.
3. Monitor and maintain ICT systems and network infrastructure to achieve a minimum uptime of 99.99%.
4. Implement and ensure compliance with ICT policies, standards, and operational procedures.
5. Conduct regular and quarterly preventive maintenance on ICT equipment and systems within the assigned region or station.
6. Maintain and update the ICT Asset Register to ensure accurate documentation, accountability, and lifecycle tracking of all ICT assets.



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7. Facilitate staff training and awareness programs to enhance ICT literacy, security awareness, and effective system utilization.
8. Regularly patch and update all systems in line with the Company's patch-management and cybersecurity procedures.
9. Monitor software licenses and usage to ensure compliance with vendor and Company licensing policies.
10. Prepare periodic ICT performance and incident reports, highlighting trends, issues, and recommendations for improvement.
11. Escalate unresolved technical problems to higher support levels while maintaining comprehensive incident records.
12. Participate in ICT audits, inventory verifications, and compliance assessments within the region or station.

Academic & Professional Qualifications:

- Diploma or Bachelors degree in Computer Science, Information Technology, Information Systems, or a related field.

Skills and Competencies:

- Hands on experience in computer software installation and administration • High integrity, results-oriented, and commitment to service delivery.
- Strong interpersonal, negotiation, communication and user interaction skills. • Critical thinking and problem- solving skills.
- Ability to work under pressure & meet deadlines.

Employment Terms:

Appointment to the position shall be for a period of one (1) year, renewable, subject to business needs and budgetary allocation

Prepared by:
Ag. ICT Director

Date: 27/4/2026

Approved by:
Managing Director

Date: 27/4/2026