TENWEK HOSPITAL

A Ministry of Africa Gospel Church

ICT ASSISTANT.

Job Purpose:
The IT Assistant will support the College's ICT services, assist in the management of online learning platforms, and collaborate with the Marketing Unit to strengthen the institution's digital visibility. The role ensures smooth IT operations, reliable e-learning delivery, and effective use of social media for brand presence.

Duties and Responsibilities:

a) ICT Support Services

- Provide first-line IT support to staff and students, including troubleshooting hardware, software, and network issues.
- Maintain ICT equipment, including computers, printers, projectors, and internet connectivity.
- Support implementation and maintenance of college ICT systems, including user account management and data backups.
- Assist in cybersecurity awareness and compliance within the College.

b) Online Studies Management

- Support the administration and monitoring of the College's online learning platforms (e.g., LMS, e-classrooms, video conferencing tools).
- Provide technical support to faculty and students during online classes.
- Upload, organize, and maintain course content in collaboration with academic staff.
- Monitor system performance and recommend improvements for seamless online learning delivery.

c) Digital Visibility & Marketing Support

- Collaborate with the Marketing Unit to optimize the College's social media presence (Facebook, Twitter/X, LinkedIn, Instagram, YouTube, etc.).
- Manage and update digital content, including posts, graphics, and multimedia, to engage audiences.
- Monitor analytics and provide reports on digital engagement.
- Ensure brand consistency and professionalism in all digital communications.
- Perform other related duties as assigned.

Qualifications & Requirements:

- Bachelor's degree in Information Technology, Computer Science, or related field.
- Additional training in Digital Marketing, Social Media Management, or related areas will be an advantage.
- At least **2 years of relevant working experience** in a busy environment, preferably in the **education/health sector**.
- Strong knowledge of computer systems, networking, and e-learning platforms.
- Proficiency in social media platforms and digital content creation tools.
- Good understanding of data protection and ICT security practices.
- High ethical standards, integrity, and confidentiality.
- A committed Christian with values aligned to Tenwek Hospital's mission.

How to Apply:
Interested candidates who meet the above criteria should send their applications to **recruit@tenwekhosp.org** on or before **10ᵗʰ October 2025**, enclosing:

- Resume
- Cover Letter
- *Statement of Faith*

What is a Statement of Faith?

A Statement of Faith should describe your Christian faith and how you see it as relevant to your involvement with Tenwek Hospital. The statement can either be incorporated into the cover letter or submitted as a separate document and should include, at a minimum, a description of your spiritual disciplines (prayer, study, etc.) and your current fellowship or place of worship.