



# Thika Water & Sewerage Company Ltd.

## EXCITING CAREER OPPORTUNITY AT THIKA WATER AND SEWERAGE COMPANY LIMITED (THIWASCO)

The Thika Water and Sewerage Company Limited (THIWASCO), a prominent provider of water and sanitation services in Kiambu County, is committed to enhancing its operational efficiency and customer satisfaction. In pursuit of fulfilling its mandate and supporting continued growth, THIWASCO is seeking to recruit highly qualified and performance-driven professionals to join its team.

**Position: Officer, ICT (Business Applications)**

**Ref No. HR/MLS/08-2024**

**Job Grade: 7**

**Job Purpose:** The ICT Officer - Business Application is responsible for the development, implementation, and maintenance of business applications to support the organization's operations. This role involves ensuring that business applications are efficient, reliable, and meet the needs of various departments. The officer will work closely with end-users, IT teams, and external vendors to provide technical support and enhance application functionality.

The Officer, ICT (Business Applications) will report to the **Assistant Manager, ICT**

### Key Responsibilities

- 1) **Develop and Customize Applications:** Design, develop, and customize business applications to meet organizational needs.
- 2) **System Integration:** Integrate business applications with other systems and platforms to ensure seamless operation.
- 3) **Application Upgrades:** Plan and execute application upgrades, ensuring minimal disruption to business operations.
- 4) **Data Security:** Implement and maintain security measures to protect data within business applications.

- 5) **Compliance:** Ensure that business applications comply with relevant legal, regulatory, and organizational standards.
- 6) **Backup and Recovery:** Develop and implement backup and recovery plans for business applications.
- 7) **User Support:** Provide technical support to end-users for business applications, resolving issues promptly.
- 8) **Issue Resolution:** Troubleshoot application-related problems and coordinate with vendors for resolution.
- 9) **Training:** Conduct training sessions for end-users to enhance their proficiency in using business applications.
- 10) **Project Planning:** Assist in planning and managing projects related to business applications, ensuring they are completed on time and within budget.
- 11) **Documentation:** Maintain comprehensive documentation for all business applications, including user manuals, technical specifications, and change logs.
- 12) **Stakeholder Coordination:** Coordinate with internal stakeholders and external vendors to ensure project objectives are met.
- 13) **Performance Monitoring:** Monitor the performance of business applications and make recommendations for improvements.
- 14) **Innovation:** Stay updated with the latest trends and technologies in business applications and propose innovative solutions to enhance efficiency.
- 15) **Feedback Collection:** Collect and analyze feedback from end-users to identify areas for improvement.
- 16) **Cross-Functional Collaboration:** Work closely with other ICT team members and departments to support overall ICT goals.
- 17) **Vendor Management:** Manage relationships with external vendors and service providers, ensuring quality and timely delivery of services.
- 18) Participating in preparation of specifications for various telecommunication equipment and systems.
- 19) Performs any other related duties that may be assigned by the superior.

#### **Required Qualifications Experience and Skills**

- **Bachelor's Degree:** A degree in Computer Science, Information Technology, Business Information Systems, or a related field from a reputable and accredited University.

- **Relevant Certifications:** Certifications in relevant technologies or methodologies, such as Microsoft Certified: Azure Developer, Project Management Professional (PMP), or ITIL certification.
- **Work Experience:** Experience of not less than three (3 years) working experience in ICT, with a focus on business applications or related field in the Public Service or Private sector.
- **Project Management:** Proven experience in managing ICT projects and working with cross-functional teams in Public Service or Private sector.
- Member of institute of Membership with Computer Society of Kenya (CSK)
- Proficiency in ICT; and
- Fulfillment of the requirements of Chapter Six of the Constitution.

### **Key Competencies and skills**

- **Technical Skills:** Proficiency in application development, system integration, and database management.
- **Analytical Skills:** Strong analytical and problem-solving skills.
- **Communication:** Excellent verbal and written communication skills.
- **Time Management:** Ability to manage multiple tasks and projects effectively.
- **Team Player:** Ability to work collaboratively in a team environment.

### **Additional Requirements**

In addition to the above requirements, candidates must provide evidence of compliance to Chapter Six of the Kenyan Constitution requirements for integrity by providing the following documents.

1. Higher Education Loans Board (HELB) Clearance.
2. Tax Compliance Certificate from Kenya Revenue Authority (KRA).
3. Certificate of good Conduct from the Directorate of Criminal Investigations (DCI).
4. Ethics and Anti-Corruption Clearance (EACC).

### **Application procedure**

If you meet the above criteria and are interested in making a meaningful career move in Thika Water and Sewerage Company Ltd, apply by submitting your application, CV and copies of relevant certificates as well as chapter 6 clearances to:

**The Managing Director**  
**Thika Water and Sewerage Company LTD**  
**Haile Sellasie Road near Chania Falls**  
**P.O Box 6103 – 01000**  
**Thika, Kenya**

Via: [info@thikawater.co.ke](mailto:info@thikawater.co.ke)

Copy to: [hr@thikawater.co.ke](mailto:hr@thikawater.co.ke)

**Application Procedure Notes:**

- ✓ You are required to send your application in soft copy only.
- ✓ Indicate the Job Title and Reference Number in your subject line
- ✓ Provide names and contacts of two referees.
- ✓ Kindly indicate current and expected salary as in your application subject line or CV.
- ✓ Attach copies of your certificates and testimonials in your application.
- ✓ Closing date for applications is by end day **Friday, 7<sup>th</sup> November 2024**.
- ✓ Applications received after close of the deadline will not be considered
- ✓ Only shortlisted candidates will be contacted.
- ✓ THIWASCO is an equal opportunities employer.