REPUBLIC OF KENYA

Revised Scheme of Service for Information Communication Technology (ICT) Personnel

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REVISED SCHEME OF SERVICE FOR INFORMATION COMMUNICATION TECHNOLOGY (ICT) PERSONNEL

1. AIMS AND OBJECTIVES

(a) To provide for a clearly defined career structure which will attract, motivate and facilitate retention of suitably qualified and competent Information Communication Technology Personnel in the Civil Service.

(b) To provide for clearly defined job descriptions and specifications with clear delineation of duties and responsibilities at all levels within the career structure to enable officers understand the requirements and demands of their job.

(c) To establish standards for recruitment, training and advancement within the career structure on the basis of qualification, knowledge of the job, merit and ability as reflected in work performance and results.

(d) To ensure appropriate career planning and succession management.

2. ADMINISTRATION OF THE SCHEME OF SERVICE

(a) Responsibility for Administration

The Scheme of Service will be administered by the Permanent Secretary/Secretary to the Cabinet and Head of Public Service in conjunction with the Public Service Commission and in consultation with the Permanent Secretary, Ministry of State for Public Service. In administering the Scheme, the Permanent Secretary will ensure that its provisions are strictly observed for fair and equitable treatment of officers and that officers are confirmed in appointment on successful completion of the probation period.

(b) Training Scope

In administering the Scheme, the Permanent Secretary/Secretary to the Cabinet and Head of Public Service will ensure that appropriate training opportunities and facilities are provided to assist serving officers acquire the necessary additional qualifications/specialisation and experience required for both efficient performance of their duties and advancement within the Scheme of Service. Officers should also be encouraged to undertake training privately for self-development. However, in all matters of training, the Permanent Secretary/Secretary to the Cabinet and Head of Public Service will consult the Permanent Secretary, Ministry of State for Public Service.

3. INFORMATION COMMUNICATION TECHNOLOGY (ICT) FUNCTION

The Information Communication Technology (ICT) function entails maintaining ICT standards within Government; spearheading e-Government initiatives in the Service; application of Information Communication Technology; systems analysis and design, developing and implementing computerised information systems in the Public Sector; carrying out research and development on ICT standards, guidelines and approaches and coordinating their consistent and efficient application in the Public Sector; formulating and developing Government information infrastructure; coordinating and developing ministerial/departmental websites; coordinating the development of the national ICT policy and regulatory framework; and computerization effort in the pubic sector; providing advisory services to ministries/departments on all matters related to ICT; training on the use of computers, relevant software packages and developing customized applications; providing hardware maintenance support services; and liaising with hardware vendors for administration of guarantees and warranties.

4. GRADING STRUCTURE AND SCOPE

(a) Grading Structure

The Scheme of Service establishes eleven (11) grades of Information Communication Technology (ICT) personnel who will be designated and graded as follows:-

INFORMATION COMMUNICATION TECHNOLOGY PERSONNEL

DESIGNATION	JG
Information Communication Technology Officer III	H
Information Communication Technology Officer II	J
Information Communication Technology Officer I	K
Senior Information Communication Technology Officer	L
Chief Information Communication Technology Officer	M
Principal Information Communication Technology Officer	N
Assistant Director, Information Communication Technology	P
Senior Assistant Director, Information Communication Technology	Q
Deputy Director, Information Communication Technology	R
Director, Information Communication Technology	S
Secretary, Information Communication Technology	T

(b) Conversion to the New Grading Structure

Serving officers will convert to the new grading structure and designations as follows:-

INFORMATION COMMUNICATION TECHNOLOGY PERSONNEL

PRESENT DESIGNATION	JG	NEW DESIGNATION	JG
Information Communication } Technology Officer III } Data Machine Supervisor III } Computer Operations Officer III }	H	Information Communication Technology Officer III	H
Data Machine Supervisor II } Computer Operations Officer II } Information Communication } Technology Officer II } Hardware Officer II }	J	Information Communication Technology Officer II	J
Computer Operations Officer I } Information Communication Technology Officer I } Hardware Officer I	K	Information Communication Technology Officer I	K
……………………………………	….	Snr. Information Communication Technology Officer	L
Senior Hardware Officer } Snr. Data Machine Supervisor } Snr. Computer Operations Officer} Snr. Information Communication } Technology Officer }	L	Chief Information Communication Technology Officer	M
Chief Information Communication Technology Officer Chief Computer Operations Officer	M	Principal Information Communication Technology Officer	N
Principal Data Machine Supervisor } Principal Information Communication Technology } Officer	N	Assistant Director, Information Communication Technology	P
Deputy Director of Information Communication Technology	P	Senior Assistant Director, Information Communication Technology	Q
Senior Deputy Director of Information Communication Technology	Q	Deputy Director, Information Communication Technology	R
Director of Information Communication Technology	R	Director, Information Communication Technology	S
Secretary, Information Communication Technology	T	Secretary, Information Communication Technology	T

Notes:

(i)   The new designations and grades have already been implemented and therefore there should be no further adjustments.

(ii)   The grades of Information Communication Technology Officer (ICTO) III/II, Job Group 'H/J' (for diploma holders); Information Communication Technology Officer II/I, Job Group 'J/K' (for general degree holders) and Information Communication Technology Officer I/Senior ICT Officer, Job Group 'K/L' (for holders of professional ICT degrees), will form common establishments for the purpose of this Scheme of Service.

(iii)   The posts of Data Machine Operator II/I/Senior Job Group 'E/F/G' and Computer Operations Assistant III/II/I, Job Groups 'E/F/G,' will become obsolete on implementation of the Scheme of Service. Serving Officers in these grades who attain the minimum qualifications for appointment to the grade of Information Communication Technology Officer (ICTO III), Job Group 'H' may however be appointed to the grade of Information Communication Officer (ICO) III as appropriate.

(c)   Serving Officers

Serving officers will adopt and convert as appropriate to the new designations and grading structure as provided in the Scheme of Service though they may not be in possession of the requisite qualifications and/or experience stipulated for appointment to their present grade. For advancement to higher grades, however, all officers must possess the prescribed minimum qualifications and/or experience required for appointment to the grade.

5.   PROVISION OF POSTS

A scheme of service does not constitute authority for creation of posts. Any additional posts required under the new grading structure must be included in the establishment proposals for consideration and approval by the Permanent Secretary, Ministry of State for Public Service.

6.   ENTRY INTO THE SCHEME OF SERVICE

(a)   Direct Appointment

Direct appointment will normally be made in the grades of Information Communication Technology Officer III, Job Group 'H', Information Communication Technology Officer II, Job Groups 'J', and Information Communication Technology Officer I, Job Group 'K'. In exceptional circumstances, however, direct appointment beyond these grades may be made by the Public Service Commission on the

recommendation of the Permanent Secretary/Secretary to the Cabinet and Head of Public Service, and in consultation with the Permanent Secretary, Ministry of State for Public Service provided the candidate is in possession of the requisite qualifications/and or experience required for appointment to the grade.

(b)   Incremental Credit

Incremental Credit(s) will be awarded for any approved experience acquired after obtaining the minimum prescribed qualifications at the rate of one increment for each completed year of approved experience provided the maximum of the scale is not exceeded. In awarding incremental credit(s), any period of service or experience stipulated as basic requirement for appointment to a particular grade will be excluded.

7.   ADVANCEMENT WITHIN THE SCHEME

The Scheme of Service sets out the minimum qualifications and or experience required for advancement from one grade to another. It is emphasized however, that the qualifications and/or other conditions prescribed in this Scheme of Service are the minimum requirements entitling an officer to be considered for appointment to higher grades. In addition, advancement from one grade to another will depend on:-

(i)   existence of a vacancy in the authorized establishment;

(ii)   merit and ability as reflected in work performance and results; and

(iii)   approval of the Public Service Commission.

8. RECOGNIZED QUALIFICATIONS

The following are the recognized qualifications for the purpose of this Scheme of Service:

(i)   Kenya Certificate of Secondary Education mean grade C, with at least a C- in Mathematics and English/Kiswahili or its approved equivalent.

(ii)   A Diploma in any of the following fields: Computer Science; Electrical /Electronics engineering or its equivalent from a recognized institution.

(iii)   A Higher Diploma in Computer Science or its equivalent qualification from a recognized institution.

(iv)   A Bachelors degree in any of the following fields: Computer Science/Information Communication Technology, Electrical/Electronics Engineering, Economics, Commerce, Mathematics, Statistics, Physics or other ICT related disciplines with a bias in computer science from a recognized institution.

(v)   A Masters degree in Computer Science or in any other ICT related discipline from a recognized institution.

(vi)   A management course lasting not less than four (4) weeks from a recognized institution.

(vii)   A Strategic Leadership Development Programme lasting not less than four (4) weeks from a recognized Institution.

(viii) Any other qualification that may be approved by the Permanent Secretary, Ministry of State for Public Service

9. IMPLEMENTATION OF THE SCHEME

This Scheme of Service will become operational with effect from 1st July, 2006. On implementation, all serving officers will automatically become members of the Scheme.

10. JOB AND APPOINTMENT SPECIFICATIONS

I. INFORMATION COMMUNICATION TECHNOLOGY OFFICER III, JOB GROUP 'H'

(a) Duties and Responsibilities

This will be the entry and training grade for this cadre. Duties and responsibilities at this level will include writing and testing simple computer programs according to instructions and specifications; assisting in the implementation of the computer systems; providing user support and training of users; repairs and maintenance of ICT equipment and associated peripherals; monitoring the performance of ICT equipments; and reporting any faults for further action.

(b) Requirements for Appointment

For appointment to this grade a candidates must have

(i)   Kenya Certificate of Secondary Education mean grade C plain with at least a C- in mathematics and English /Kiswahili or its approved equivalent

(ii)   Diploma in any of the following fields: Computer Science, Electrical/ Electronics engineering or its equivalent qualification from a recognised institution.

II. INFORMATION COMMUNICATION TECHNOLOGY OFFICER II , JOB GROUP 'J'

(a) Duties and Responsibilities

Duties and responsibilities at this level will include: analysing, designing, coding, testing, implementing computer programs providing user support; and maintaining support systems and training of users; repairing and maintaining of Information Communication Technology equipment and associated peripherals; receiving, installing and certifying of Information Communication Technology equipment; and configuring of new Information Communication Technology equipment.

(b) Requirements for Appointment

Direct Appointment

For appointment to this grade, a candidate must have:

(i)   a Bachelors degree in any of the following: Mathematics, Economics, Statistics, Commerce, Physics or any other ICT related discipline with a bias in information communication technology from a recognized Institution; or

(ii)   a Higher Diploma in Computer Science/Information Communication Technology or its equivalent qualification from a recognized Institution.

Promotion

For appointment to this grade, an officer must have:

(i)   served in the grade of Information Communication Technology Officer III or in an equivalent and relevant position in the Public Service for a minimum period of three (3) years;

(ii)   a Diploma in Computer Science/Information Communication Technology; or its equivalent qualification from a recognised institution; and

(iii)   shown merit and ability as reflected in work performance and results.

III. INFORMATION COMMUNICATION TECHNOLOGY OFFICER I, JOB GROUP 'K'

(a) Duties and Responsibilities

Duties and responsibilities at this level will include: installation and maintenance of computer systems; configuration of Local Area Network and Wide Area Network;

developing and updating application systems; and carrying out systems analysis, design and programme specifications in liaison with users; carrying out repairs and maintenance of Information Communication Technology equipment and associated peripherals; drawing up hardware specifications for Information Communication Technology equipment; verification, validation and certification of Information Communication Technology equipment; and overseeing the process of configuration of new Information Communication Technology equipment.

(b) Requirements for Appointment

Direct Appointment

For appointment to this grade, a candidate must have a degree in any of the following fields: Computer Science/ Information Communication Technology or in Electronics/Electrical Engineering from a recognised institution.

Promotion

For appointment to this grade, an officer must have:

(i) served in the grade of Information Communication Technology Officer II or in an equivalent and relevant position in the Public Service for a minimum period of three (3) years; and

(ii) shown merit and ability as reflected in work performance and results.

IV. SENIOR INFORMATION COMMUNICATION TECHNOLOGY OFFICER, JOB GROUP 'L'

(a) Duties and Responsibilities

Duties and responsibilities at this level will involve: carrying out systems analysis, design and programme specifications in liaison with users; developing, implementing and maintaining of systems; ensuring adherence to established ICT standards; supervising and compiling overall systems documentation; and advising on ICT related issues; supervising installation certification, repairs and maintenance of Information Communication Technology equipment and associated peripherals; developing and maintaining ICT standards; recommending and supervising Hardware/Software specifications for Information Communication Technology equipment; logging of problems; drawing and scheduling preventive maintenance; and assisting in feasibility studies as assigned. In addition the officer will train officers working below him/her.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:-

(i)   served in the grade of Information Communication Technology Officer I or in an equivalent and relevant position in the Public Service for a minimum period of three (3) years; and

(ii)   demonstrated professional ability, initiative and competence in organizing and directing work.

V.   CHIEF INFORMATION COMMUNICATION TECHNOLOGY OFFICER, JOB GROUP 'M'

(a) Duties and Responsibilities

Duties and responsibilities at this level will involve: coordinating systems analysis, design and programme specifications; ensuring timely implementation and effective maintenance of systems; developing reports on ICT standards; and supervising overall systems documentation; taking charge of Information Communication Technology equipment maintenance; preparing progress reports of the Information Communication Technology equipment maintenance; evaluating and recommending on the suitability of Information Communication Technology equipment; training of Information Communication Technology Hardware personnel and users; designing Local Area Network (LAN) and Wide Area Network (WAN); and preparing staff performance reports.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:

(i)   served in the grade of Senior Information Communication Technology Officer or in an equivalent and relevant position in the Public Service for a minimum period of three (3) years;

(ii)   shown merit and ability as reflected in work performance and results; and

(iii)   demonstrated professional ability, initiative and competence in organizing and directing work.

VI. PRINCIPAL INFORMATION COMMUNICATION TECHNOLOGY OFFICER, JOB GROUP 'N'

(a) Duties and Responsibilities

Duties and responsibilities at this level will involve systems development,

implementation and allocation; co-ordinating systems development, implementation and maintenance; carrying out feasibility studies; preparing progress reports of the systems development; evaluating systems and ensuring adherence to established ICT Standards; training and preparing staff performance reports; planning, monitoring and evaluating program/activities within an Information Communication Technology division/Unit; ensuring adherence to Information Communication Technology standards; liaising with user departments to ensure effective maintenance of Information Communication Technology equipment; and reviewing and evaluating hardware maintenance feasibility studies and detailed specifications before implementation.

(b)   Requirements for Appointment

For appointment to this grade, an officer must have:

(i)   served in the grade of Chief Information Communication Technology Officer or in an equivalent and relevant position in the Public Service for a minimum period of three (3) years;

(ii)   attended a Management Course lasting not less than four (4) weeks; and

(iii)   demonstrated professional ability, initiative and competence in organizing and directing work.

VII.   ASSISTANT   DIRECTOR,   INFORMATION   COMMUNICATION TECHNOLOGY, JOB GROUP 'P'

(a)   Duties and Responsibilities

An officer at this level will either head a division at the headquarters or an ICT Unit in a Ministry/Department. Duties and responsibilities at the Headquarters will involve planning, monitoring and evaluating program activities; ensuring ICT goals and objectives are met; approving of ICT standards for application; liaising with users to ensure that information processing needs are met; reviewing and evaluating feasibility studies and reports for implementation; management and coordination of the unit; Supervising ICT officers; providing assistance in the development of ICT strategic plans; ensuring that ICT projects are completed within the planned time and budget; ensuring that procedures and standards are adhered to; liaising with heads of Department in the Ministries/Departments in developing and implementing change management initiatives; ensuring that officers are adequately trained; drawing up the budget for the ICT unit; and procurement of ICT equipments and services.

(b)   Requirements for Appointment

For appointment to this grade an officer must have:

(i) served in the grade of Principal Information Communication Technology or in an equivalent and relevant position in the Public Service for a minimum period of three (3) years;

(ii) a Masters degree in Computer Science or any other/ICT related discipline from a recognized Institution;

(iii) attended a Strategic Leadership Development Programme lasting not less than four (4) weeks from a recognized Institution; and

(iv) demonstrated professional ability, initiative and competence in organizing and directing work.

VIII. SENIOR ASSISTANT DIRECTOR, INFORMATION COMMUNICATION TECHNOLOGY, JOB GROUP 'Q'

(a)   Duties and Responsibilities

Duties and responsibilities at this level will involve: ensuring the implementation of ICT projects; adherence to standards and procedures for ICT systems development projects; participating in selection, interviews and recruitment of ICT project team members; providing guidelines and advise to ICT project managers; periodic review of projects systems and procedures and recommending improvements; initiating policy review and updating of existing regulations on computing management including drawing of computer specifications for equipments and services; and ensuring adherence enforcement of all regulations, procedures and practices on computing management in all Government Ministries/Departments.

(b)   Requirements for Appointment

For appointment to this grade, an officer must have:

(i) served in the grade of Assistant Director, Information Communication Technology or in an equivalent and relevant position in the Public Service for a minimum period of three (3) years;

(ii) a Masters degree in Computer Science or any other ICT related discipline from a recognized Institution;

(iii) attended a Strategic Leadership Development Programme lasting not less than four (4) weeks from a recognized Institution; and

(iv) demonstrated a high degree of competence in identifying, designing and monitoring information technology projects.

IX. DEPUTY DIRECTOR, INFORMATION COMMUNICATION TECHNOLOGY, JOB GROUP 'R'

(a) Duties and Responsibilities

An officer at this level will assist the Director in the development and management of Information Technology policies and programmes within the Public Service; drawing up IT plans for implementation; coordinating of all Information Technology programmes in the public service; overseeing the preparation and utilization of the department's budget; and coordinating staff matters.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:

(i)   served in the grade of Senior Assistant Director of Information Communication Technology or in an equivalent and relevant position in the Public Service for a minimum period of three (3) years;

(ii)   a Masters degree in Computer Science or any other ICT related discipline from a recognized Institution;

(iii)   attended a Strategic Leadership Development Programme lasting not less than four (4) weeks from a recognized Institution; and

(iv)   demonstrated professional ability, initiative and competence in organizing and directing work.

X. DIRECTOR, INFORMATION COMMUNICATION TECHNOLOGY, JOB GROUP 'S'

(a) Duties and Responsibilities

An officer at this level will be responsible to the Secretary, Information Communication Technology, for the formulation, implementation and coordination of ICT policies, strategies and programmes in the Public Service. Specific duties and responsibilities will include coordinating research and development on emerging technological issues; monitoring and evaluating ICT programmes and policies; preparing ICT status reports and ensuring professional standards and guidelines are adhered to.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:

(i)   served in the grade of Deputy Director, Information Communication

Technology or in an equivalent and relevant position in the Public Service for a minimum period of three (3) years;

(ii)   Masters degree in Computer Science or any other ICT related discipline from a recognised institution;

(iii)   attended a Strategic Leadership Development Programme lasting not less than four (4) weeks from a recognized Institution;

(iv)   demonstrated a high level of competence and outstanding management qualities in computerised information systems; and

(v)   a thorough understanding of the national goals and objectives and the ability to interpret and apply them to the computing management concepts.

XI.   SECRETARY, INFORMATION COMMUNICATION TECHNOLOGY, JOB GROUP 'T'

(a)   Duties and Responsibilities

The Secretary, Information Communication Technology will be responsible to the Permanent Secretary/Secretary to the Cabinet and Head of Public Service for provision of strategic direction, policy development, management and administration of the e-Government initiatives. The officer will be required to support the Government in reviewing, articulating and implementing the e-Government Strategy. Specific responsibilities will include: provision of clear, timely and effective advice and guidance on strategic and operational issues on e-Government; championing a spirit of collaboration and common purpose for the e-Government initiatives; contributing actively to the Directorate's strategic development and corporate management; fostering an innovative and supportive management style; striving for continuous improvements through effective performance management and monitoring; identifying resource gaps and making proposals to mobilise resources; ensuring that the e-Government Directorate adopts and delivers consistent, clear and high standards of customer service and providing staff with positive leadership that harnesses the strengths of individuals and promotes their performances. In addition, the officer will be responsible for ensuring proper training and deployment of all ICT Officers in the Civil Service.

(b)   Requirements for Appointment

For appointment to this grade, an officer must have:-

(i)   served in the grade of Director, Information Communication Technology or in an equivalent and relevant position in the Public Service for a minimum period of three (3) years;

(ii)   a Masters degree in Information and Communication Technology (ICT) or in

any other ICT related discipline from a recognised institution ;

(iii)   attended a Strategic Leadership Development Programme lasting not less than four (4) weeks from a recognized Institution; and

(iv)   outstanding managerial and administrative capability and a wide professional experience in Information Communication Technology Policies and e-Government strategy development, implementation, monitoring and evaluation.