



FOR WOMEN'S HUMAN RIGHTS

Position Title	ICT & Database Intern
Position Location	Nairobi, Kenya
Reporting to	ICT & Database Assistant
Last date to apply	Open Until Filled
Contract Type	6 months renewable
Start Date	As soon as possible
Vacancy Announcement Date	23 rd September 2026

Who We Are

Urgent Action Fund-Africa (UAF-Africa) is a consciously feminist, women's human rights pan-African Fund registered in Kenya and Zimbabwe. Operating as a virtual organisation, the Fund has a strategic presence across Africa's five sub-regions: North Africa: Cairo, (Egypt); Nairobi (Kenya), Kampala (Uganda); Central Africa: Douala & Yaoundé (Cameroon); Southern Africa: Harare (Zimbabwe), Lilongwe (Malawi), Antananarivo (Madagascar); Johannesburg, Pretoria & Cape Town (South Africa), Gaborone (Botswana), and West Africa: Ouagadougou (Burkina Faso).

Recognising the need to move resources rapidly where opportunities and threats arise and decline quickly, UAF-Africa uses a Rapid Response Grantmaking mechanism to support unanticipated, time-sensitive, innovative, and unique initiatives that promote women's agency in democratic governance, economic, environmental, and climate justice, natural resources governance, and conflict transformation, while protecting their personhood, integrity, and rights.

Position Overview

Reporting to the ICT & Database Assistant, the ICT & Database Intern will provide first-line ICT support and assist with routine database, Microsoft 365, information security, asset management, documentation and digital workplace activities. The role offers practical learning experience while contributing to

reliable day-to-day ICT service delivery across UAF-Africa's virtual working environment. Complex technical issues and higher-level systems administration matters will be escalated to the ICT & Database Assistant.

Duties and Responsibilities

ICT User Support

- Respond to first-line user support requests, including password resets, access issues, application support, and routine troubleshooting, and escalate unresolved or complex matters to the ICT & Database Assistant.
- Support the set-up, configuration, and routine maintenance of laptops, mobile phones, printers, and other ICT equipment.
- Assist with basic hardware, software, operating system, and connectivity troubleshooting.
- Support virtual meetings, webinars, and other online organisational events as assigned.
- Log, categorise, and track support tickets in the helpdesk system, and follow up on their resolution status.

Microsoft 365 and Digital Workplace Support

- Assist users with Microsoft 365 applications, including Outlook, Teams, SharePoint, OneDrive, and Forms.
- Support routine user account administration, permissions, and access rights updates under the supervision of the ICT & Database Assistant.
- Assist with ICT onboarding and offboarding activities, including equipment preparation, account checklists, and access documentation.
- Support the organisation and maintenance of documents and records within approved digital repositories.

Database and Information Management Support

- Assist with data entry, validation, record updates, and routine data-quality checks within organisational databases.
- Support data-cleaning exercises and identify incomplete, duplicate, or inconsistent records for review.
- Assist with the preparation of approved database reports, dashboards, and data extracts.
- Support user access administration and routine user inquiries relating to organisational databases.
- Assist with user testing of database enhancements and document issues, test results, and recommended follow-up actions.

ICT Asset Management

- Maintain an accurate inventory of ICT equipment and asset records.
- Support the issuance, return, transfer and verification of ICT assets and related documentation.
- Assist with periodic physical verification of ICT equipment and follow up on identified discrepancies.
- Perform minor equipment maintenance and coordinate other servicing needs under supervision.

Cybersecurity and Compliance Support

- Assist with routine monitoring of antivirus and endpoint protection status and escalate identified concerns.
- Support cybersecurity awareness activities and promote safe use of organizational systems and information.
- Report suspected phishing, unauthorized access, data-security concerns, and other ICT incidents promptly.
- Support adherence to ICT policies, data-protection requirements, access controls, and approved procedures.

Reporting, Documentation, and Continuous Improvement

- Maintain ICT service records and assist in preparing periodic summaries of support tickets, recurring issues, asset movements, and other agreed ICT indicators.
- Draft and update user guides, induction materials, knowledge articles, and standard operating procedures for review by the ICT & Database Assistant.
- Use approved AI-assisted tools responsibly to support day-to-day business operations, documentation and productivity.
- Participate in testing and implementation of new ICT tools, process improvements, and digital solutions.
- Research emerging technologies and share practical observations that may improve operational efficiency.
- Perform any other relevant duties assigned by the supervisor, consistent with the learning objectives of the internship.

Qualifications

- A degree in Computer Science, Information Technology, Information Systems, Software Engineering or a related field.
- At least one-year relevant experience and relevant introductory training or certification in Microsoft 365, databases, networking, or cybersecurity will be an added advantage.

Skills and Experience

- Basic understanding of Windows and macOS environments.
- Familiarity with Microsoft 365 applications, including Outlook, Teams, SharePoint, and OneDrive.
- Basic understanding of database concepts, data quality, and responsible information management.
- Basic knowledge of computer hardware, software installation, and troubleshooting.
- Awareness of cybersecurity, confidentiality, and data-protection principles.
- Knowledge of, or willingness to learn, approved AI-assisted productivity tools.
- Strong organisational skills, attention to detail, and ability to manage multiple priorities.
- Good written and verbal communication skills and a service-oriented approach.
- Ability to work independently, take initiative, learn quickly, and escalate issues appropriately.
- Experience working in a virtual or multicultural environment will be an added advantage.
- Commitment to UAF-Africa's feminist values, women's human rights, and social justice.

Learning Outcomes

By the end of the internship, the intern is expected to have gained practical exposure to:

- ICT service management and first-line user support.
- Microsoft 365 and digital workplace administration.
- Database support, data quality, and operational reporting.
- ICT asset management and documentation controls.
- Cybersecurity awareness and responsible information handling.
- Digital process improvement and responsible use of AI-assisted workplace tools.

Work Environment

UAF-Africa is an equal opportunity employer and is committed to creating an inclusive environment for all employees. The position is based in Nairobi, Kenya.

How to Apply

Candidates interested in applying for this role should register on the UAF-Africa recruitment portal and apply using the link below:

[Apply through the UAF-Africa recruitment portal](#)

No phone calls, please.

We thank all applicants, but only shortlisted candidates will be contacted.

To learn more about UAF-Africa and our programmes, visit [the UAF-Africa website](#)