RECRUITMENT OF TEMPORARY STAFF – MASS ENROLMENT AND MASS RENEWAL OF NATIONAL IDs

The National Identification and Registration Authority (NIRA) was established by the Registration of Persons Act (ROPA), 2015 and is mandated to establish and maintain the National Identification Register (NIR). The Authority is also charged with among others; the registration of citizens and legally resident aliens; assigning National Identification / Alien Identification Numbers (NINs/AINS) to qualifying persons and issuing Identification Cards to those 16 years and above; registration of births, deaths and adoption orders and issuance of the relevant certificates.

The first release of National Identification Cards in Uganda was issued in 2014 with validity of ten (10) years. NIRA intends to conduct a mass renewal and mass enrolment exercise for all expired cards and unregistered citizens. Section 66 of the Registration of Persons Act, 2015 makes possession of a National Identification Card or National Identification Number (NIN) a mandatory requirement for persons to access public services.

To support the above exercise, NIRA wishes to recruit suitable candidates for the following **temporary positions**:

S/No	Job Title	Department	No of vacancies	Duration
1	Registration Assistant	Registration and Operations	10,594	183 days
2	Data Processors	Directorate of ICT	766	10 months
3	Communications Assistant	Office of the Executive Director	01	10 months
4	Research Assistant	Office of the Executive Director	01	10 months
5	Stores Assistant	Directorate of Finance and Administration	01	10 months
6	Accounts Assistant	Directorate of Finance and Administration	02	10 months
7	Transport and Logistics Assistant	Directorate of Finance and Administration	01	10 months
8	Registration Officers	Directorate of Registrations and Operations	105	10 months
9	System Development	Directorate of ICT	04	10 months

	Assistant			
10	Data base Administrator Assistant	Directorate of ICT	03	10 months
11	Network Administrator Assistant	Directorate of ICT	04	10 months
12	System Administrator Assistant	Directorate of ICT	04	10 months
13	Cyber Security Assistant	Directorate of ICT	02	10 months
14	Field Support Assistant	Directorate of ICT	06	10 months
15	Service Engineers	Directorate of ICT	04	10 months
16	Legal Assistant	Directorate of Legal, Advisory and Compliance	09	10 months
17	Legal Clerk	Directorate of Legal, Advisory and Compliance	01	10 months
18	Client Relations Assistant	Public Relations and Corporate Affairs	06	10 months
19	Human Resource Assistant	Human Resource	03	04 months
20	Human Resource Office Assistant	Human Resource	02	04 months
21	Monitoring and Evaluation Assistant	Planning and Strategy	02	10 months
22	Internal Audit Assistant	Internal Audit	05	08 months

APPLICATION PROCEDURE:

Interested and qualified applicants should submit applications clearly indicating the position applied for and preferred area of work by **district for registration Assistants**. Applications should be addressed to the Executive Director-NIRA and should include a detailed curriculum vitae (CV), copies of academic and professional certificates. Applicants must possess a valid National ID, an active bank account, Tax Identification Number (TIN) and telephone contacts registered in their names.

Applications should be **submitted online (in soft copy)** to **https://recruitment.nira.go.ug.** Applications should include a telephone contact of the applicant, names and contact details of at least three (3) referees.

Applications should reach the above address not later than **Tuesday 12th March 2024 at 5.00pm**

NIRA is an equal opportunity employer.

Note: Only short-listed candidates will be contacted. Any form of canvassing or lobbying shall lead to disqualification.

Detailed Job descriptions

1. **Job title: Registration Assistants**
    Reports To: Sub county Supervisor
    Department: Registrations & Operations

Job Summary: The Registration Assistants will be responsible for accurate recording of information of applicants and exercise control over the registration processes at the registration Centre.

Key Duties and Responsibilities
- To enroll citizens by:
    - Capturing biodata and biometrics of each individual
    - Retrieving pre-registration information from the system.
    - Providing registration forms for citizens to fill.
    - Accurate recording of data as provided on the application / registration form.
- Guiding the applicant on the completion of the registration form.
- Flagging attempts by non-Citizens to register.
- Delivering registration records to sub-county Supervisors.
- Ensuring the safe custody of NIRA registration property.
- Ensuring that citizenship verification is conducted on all applicants and
- Ensuring that all applicants submit the required documents.
- Promptly report any difficulty that is encountered at the registration center.
- Submission of daily reports to the sub county supervisor.
- Ensuring that data protection and privacy in accordance with the Data Protection and Privacy Act 2019 is embedded.
- Perform any other related duties as may be assigned by the district supervisor.

Qualifications / Education

- Minimum of a UACE certificate or its equivalent

Experience and Skills
- Must be proficient in IT and computer use.

- High moral character and integrity, Flexibility to work on weekends, Able to sit for long periods working on a computer, Ability to work under pressure and deadlines, Ability to travel long distances, Flexibility to work under pressure.
- Ability to communicate well in a local language of area of work and English.
- Ability to stand in front of a group without showing fear or arrogance.
- Self-motivated team player, able to work alone with or without supervision, Good Communication and mobilization skills.
- Willingness to undertake further training offered by and required by the exercise.
- Previous working experience with NIRA or Electoral commission will be an added advantage.

Additional Requirements
- The candidate should be a resident of the sub county in the area of operation.
- The candidate shall present a recommendation letter from the LC 1 chairperson and GISO where they live.

S/NO	District	No Of Registration Assistants
	**Registration Assistants per District**	

S/NO	District	No Of Registration Assistants
1	Abim	42
2	Adjumani	56
3	Agago	62
4	Alebtong	68
5	Amolatar	42
6	Amudat	36
7	Amuria	58
8	Amuru	54
9	Apac	58
10	Arua	130
11	Budaka	66
12	Bududa	72
13	Bugiri	126
14	Bugweri	48
15	Buhweju	36
16	Buikwe	118

17	Bukedea	68
18	Bukomansimbi	38
19	Bukwo	32
20	Bulambuli	62
21	Buliisa	40
22	Bundibugyo	66
23	Bunyangabu	48
24	Bushenyi	60
25	Busia	98
26	Butaleja	78
27	Butambala	26
28	Butebo	30
29	Buvuma	36
30	Buyende	110
31	Dokolo	54
32	Gomba	42
33	Gulu	82
34	Hoima	96
35	Ibanda	68
36	Iganga	102
37	Isingiro	153
38	Jinja	66
39	Kaabong	32
40	Kabale	60
41	Kabarole	84
42	Kaberamaido	34
43	Kagadi	112
44	Kakumiro	141
45	Kalaki	36
46	Kalangala	18
47	Kaliro	60
48	Kalungu	44
49	Kampala City Authority	414
50	Kamuli	140

51	Kamwenge	88
52	Kanungu	56
53	Kapchorwa	32
54	Kapelebyong	26
55	Karenga	18
56	Kasanda	78
57	Kasese	197
58	Katakwi	50
59	Kayunga	100
60	Kazo	56
61	Kibaale	56
62	Kiboga	42
63	Kibuku	66
64	Kikuube	98
65	Kiruhura	48
66	Kiryandongo	80
67	Kisoro	78
68	Kitagwenda	46
69	Kitgum	54
70	Koboko	68
71	Kole	72
72	Kotido	52
73	Kumi	72
74	Kwania	56
75	Kween	28
76	Kyankwanzi	76
77	Kyegegwa	130
78	Kyenjojo	137
79	Kyotera	64
80	Lamwo	34
81	Lira	121
82	Luuka	66
83	Luwero	130
84	Lwengo	70

85	Lyantonde	28
86	Madi Okollo	42
87	Manafwa	44
88	Maracha	52
89	Masaka	86
90	Masindi	86
91	Mayuge	144
92	Mbale City	149
93	Mbarara	98
94	Mitooma	46
95	Mityana	88
96	Moroto	30
97	Moyo	28
98	Mpigi	72
99	Mubende	150
100	Mukono	177
101	Nabilatuk	24
102	Nakapiripirit	30
103	Nakaseke	60
104	Nakasongola	54
105	Namayingo	58
106	Namisindwa	58
107	Namutumba	78
108	Napak	38
109	Nebbi	72
110	Ngora	42
111	Ntoroko	18
112	Ntungamo	133
113	Nwoya	74
114	Obongi	12
115	Omoro	50
116	Otuke	36
117	Oyam	116
118	Pader	48

119	Pakwach	52
120	Pallisa	94
121	Rakai	80
122	Rubanda	50
123	Rubirizi	36
124	Rukiga	26
125	Rukungiri	80
126	Rwampara	36
127	Serere	94
128	Sheema	54
129	Sironko	68
130	Soroti City	94
131	Ssembabule	74
132	Terego	58
133	Tororo	150
134	Wakiso	826
135	Yumbe	182
136	Zombo	72
	Total	**10,594**

2. **Job title: Data Processors**
   Reports To: Data Processing Supervisor
   Department: ICT

Job Summary: Data Processors will be responsible for processing, organizing, correcting, updating, and cataloguing data as well as performing data quality control checks, identifying errors, problems with application processing, and ensuring that all tasks are completed according to schedule.

Key Duties and Responsibilities
- Receives and processes data for all applicants.
- Carries out National Identification Register data correction tasks.
- Processes data in citizenship verification, quality control, production and warehousing.
- Prepares daily/monthly/quarterly or other periodic reports and statistics for submission to the shift supervisor.

- Perform routine data quality assurance checks to ensure data accuracy and integrity of the register is maintained.
- Ensures timely and accurate processing of data.
- Performs all other required transactions on the data they have been assigned to process within the scope of the required task.
- Handle timely escalations of all incidents experienced while executing their assigned task.
- Ensuring that data protection and privacy in accordance with the Data Protection and Privacy Act 2019 is embedded.
- Perform any other related duties as may be assigned by the shift supervisor.

Qualifications / Education
- Minimum of a bachelor's degree with Honors in Social Sciences, IT, Computer Sciences, Information Systems, BBA, Accounting, Law and any other related field

Experience and Skills
- Must be proficient in IT and computer use.
- Broad knowledge and experience in working with biometric data.
- Knowledge in the relevant laws especially in regard to citizenship will be an added advantage.
- High moral character and integrity, Ability to focus on quality and detail to deliver to precise specifications, Fast learner, A team player and facilitating teamwork, Proactive and innovative and Strong analytical skills
- Ability to work with or without supervision, Ability to work under pressure and deadlines, Ability to sit for long working on a computer and Flexibility to work night shift and weekends.
- Previous data processing experience with NIRA or Electoral commission will be an added advantage.

3. **Job title: Communications Assistant**
   Reports To: Executive Assistant to the ED
   Department: Office of the ED

Job Summary: The communications Assistant will be responsible for carrying out activities aimed at promoting the project image and drafting documents and correspondences for the Executive Office.

Key Duties and Responsibilities
- Assisting in carrying out activities aimed at promoting the project image.

- Assist in drafting documents and correspondences.
- Offer support to all teams in designing and editing materials for a range of audiences and contexts.
- Offer administrative support to the Communications Team in tracking communication activities according to deadlines.
- Assist in tracking Mass Enrolment and Renewal media exposure and negative press.
- Assist in executing social media strategies and maintaining web content.
- Assist in drafting and editing internal and external communication articles (e.g. publications, press releases, social media posts)
- Assist in facilitating effective in-house communications.
- Assist in supporting and implementing feedback strategies in relation to Mass Enrolment and Renewal.
- Assist in maintaining media calendars and appointments and support media engagements.
- Assist in ensuring branding and style compliance and represent Communication Team policies and guidelines across all project materials.
- Ensuring that data protection and privacy in accordance with the Data Protection and Privacy Act 2019 is embedded.
- Perform any other related duties as may be assigned by the Executive Assistant to the ED.

Qualifications / Education
- Minimum of a bachelor's degree with Honors in Communications Skills and Literature, Public Relations, Mass communication and any other related field
- Proficiency in graphics design and use of the following applications Adobe Acrobat, Adobe Illustrator, Adobe photo-shop, Adobe In-design
- Membership in the Chartered Institute of Public Relations (CIPR) is an added advantage.

Experience and Skills
- Previous media relations experience will be an added advantage.
- Must be proficient in IT and computer use.
- Professional understanding of technical operations and functions
- Good communication skills, Innovative, Decisive, Good writing and comprehension skills, Flexibility, Accuracy, Team player, Good organizational skills
- High moral character and integrity, Ability to work under pressure and deadlines, Ability to work with or without supervision, Ability to sit for long working on a computer, Flexibility to work night shift and weekends.
- Good communication skills, High moral character and integrity, good writing and comprehension skills, Flexibility, Accuracy, Team player, Good organizational skills

4. Job title: Research Assistant
   Reports To: Executive Assistant to the ED
   Department: Office of the ED

Job Summary: The Research Assistant will be responsible for carrying out research; planning and documentation of activities to enable NIRA to achieve its mandate and goals during the mass enrolment and mass renewal exercise.

Key Duties and Responsibilities

- Assist in planning and coordinating the initiation of research study protocol, and establishment of operating policies and procedures in line within the Authority's overall policy framework.
- Ensuring the smooth and efficient day-to-day operations of research, data collection and documentation activities within the Authority during the exercise.
- Acts as the primary point of contact and acts as the principal operational liaison on behalf of the Executive office for all research related issues
- The incumbent provides a monthly technical brief on the status of the operations; maintains and runs the research database.
- Assisting in planning research programs in areas that are pertinent to the exercise and assisting in ensuring implementation of such programs.
- The incumbent also assists in compiling and analyses data regarding the exercise as may be required.
- The Research Assistant assists in writing papers, reports and research summaries for internal and external audiences as appropriate.
- Ensuring that data protection and privacy in accordance with the Data Protection and Privacy Act 2019 is embedded.
- Perform any other related duties as may be assigned by the Executive Assistant to the ED.

Qualifications / Education

- Minimum of a bachelor's degree with Honors in Social Sciences, Business Administration, Economics, planning or development studies and any other related discipline.

Experience and Skills

- Previous experience in research will be an added advantage.
- Proficiency in Microsoft Office Suite and other basic office software.
- Professional understanding of technical operations and functions

- Excellent communication and interpersonal skills, good writing and comprehension skills, Flexibility, Analytical, Accuracy, Team player, Good organizational skills, Strong organizational and multitasking abilities, Ability to work independently and collaboratively within a team.
- High moral character and integrity, Ability to work under pressure and deadlines, Ability to work with or without supervision, Ability to sit for long working on a computer, Flexibility to work night shift and weekends.

5. **Job title: Stores Assistant**
   Reports To: Warehouse / Stores Supervisor
   Department: Finance and Administration

Job Summary: The store's assistant will be responsible for receiving, issuing and recording stores/ inventory.

Key Duties and Responsibilities

- Assists in receiving, inspecting and recording of materials / items into the main store.
- Assists in issuing materials to the intended users.
- Assists in preparing accounting entries to denote inflows, outflows and dead stock from store as per set policies / guidelines.
- Assist in conducting regular physical inventory counts and reconciling discrepancies.
- Assist in ensuring stores are kept in good condition and are tidy.
- Assist in monitoring and tracking inventory levels, anticipating restocking needs and levels and notifying the relevant users.
- Assist in collaborating with vendors and suppliers to ensure timely and accurate deliveries.
- Ensuring that data protection and privacy in accordance with the Data Protection and Privacy Act 2019 is embedded.
- Perform any other related duties as may be assigned by the Warehouse /Stores Supervisor.

Qualifications / Education

- Minimum of a bachelor's degree with Honors in Supplies and Stores Management, Procurement and Logistics or any related field

Experience and Skills

- Previous experience in stores management will be an added advantage.
- Must be proficient in IT and computer use.
- Professional understanding of technical operations and functions

- High moral character and integrity, Ability to work under pressure and deadlines, Ability to work with or without supervision, Ability to sit for long working on a computer, Ability to stand for long and light heavy items, Flexibility to work night shift and weekends, Accuracy, Team player, Good organizational skills, Cost awareness.

6. **Job title: Accounts Assistant**
   Reports To: Accountant
   Department: Finance and Administration

Job Summary: The Accounts Assistant will be responsible for performing routine and basic accounting work involving carrying out initial Data entry, sorting documents, filing and keeping custody of accounting and financial transaction records in keeping with Public Finance and Management Act.

Key Duties and Responsibilities
- To prepare vouchers according to payment requests and ensure that all supporting documents are attached and required approvals are in place.
- To assign invoice numbers to transactions for further processing.
- To record and capture data on the system.
- To provide information on Electronic Funds Transfer and execute payments to beneficiaries.
- To prepare payment advice forms, support imprest monitoring, compile returns and prepare monthly accountability.
- To post vote books and subsidiary ledgers.
- To receive, sort, file accountability returns and keep custody of accounting documents.
- Assist in writing cash books and post entries to produce correct balances to each account and to every control account.
- Assist in preparing and inputting journal entries into the project accounting system.
- Assist in reconciling financial transactions, including invoices, expense reports and purchase orders.
- Assist in supporting the auditing process by providing the necessary documentation and explanations.
- Assist in supporting bulk pay processes.
- Ensuring that data protection and privacy in accordance with the Data Protection and Privacy Act 2019 is embedded.
- Perform any other related duties as may be assigned by the Senior Accountant.

Qualifications / Education
- Minimum of a bachelor's degree with Honors in Accounting, Commerce, Business Administration, Finance or its equivalent.

- Understands Government of Uganda Chart of Accounts.

Experience and Skills
- Previous accounting experience will be an added advantage.
- Must be proficient in IT and computer use.
- Professional understanding of technical operations and functions
- High moral character and integrity, Ability to work under pressure and deadlines, Ability to work with or without supervision, Ability to sit for long working on a computer, Flexibility to work night shift and weekends, Accuracy, Team player, Good organizational skills, Cost awareness.

7. **Job title: Transport and Logistics Assistant**
   Reports To: Transport and Logistics Officer
   Department: Finance and Administration

Job Summary: The Transport and Logistics Assistant will be responsible for assisting in coordinating transportation activities, maintenance schedules and ensuring the efficiency and safety of transportation means used.

Key Duties and Responsibilities
- Assist in developing driver and transport safety programs.
- Assist in developing the dispatch and trucking plans.
- Assist in coordinating transport of staff and goods to support efficient service delivery.
- Assist in ensuring safe custody of vehicles and motorcycles.
- Assists in implementing and enforcing safety and compliance measures in transportation and logistics activities.
- Assist in planning and execution of efficient and cost-effective transportation routes.
- Assist in resolution of transportation issues such as delays and damages in a timely manner.
- Ensuring that data protection and privacy in accordance with the Data Protection and Privacy Act 2019 is embedded.
- Perform any other related duties as may be assigned by the Transport and Logistics Officer.

Qualifications / Education
- Minimum of a bachelor's degree with Honors in Transport & Logistics, Mechanical engineering and any other related field
- Knowledge in fleet management and maintenance will be an added advantage.

Experience and Skills

- Previous experience in transportation and logistics will be an added advantage.
- Must be proficient in IT and computer use.
- Professional understanding of technical operations and functions
- High moral character and integrity, Ability to work under pressure and deadlines, Ability to work with or without supervision, Ability to sit for long working on a computer, Ability to travel long distances, Flexibility to work night shift and weekends, Problem solver, Accuracy, Team player, Good organizational skills, Cost awareness, Fast thinker and decisive.

8. Job title: Registration Officers
Reports To: Senior Registration Officer
Department: Registrations & Operations

Job Summary: The temporary Registration Officers will be responsible for assisting in verification of all applicants and accurately enrolling all citizens of Uganda at headquarters.

Key Duties and Responsibilities

- To enroll citizens by:
  - Capturing biodata and biometrics of each individual
  - Retrieving pre-registration information from the system.
  - Providing registration forms for citizens to fill.
- Accurate recording of data as provided on the application / registration form.
- Guiding the applicant on the completion of the registration form.
- Flagging attempts by non-Citizens to register.
- Delivering registration records to sub-county Supervisors.
- Ensuring the safe custody of NIRA registration property.
- Ensuring that citizenship verification is conducted on all applicants and
- Ensuring that all applicants submit the required documents.
- Promptly report any difficulty that is encountered at the registration center.
- Submission of daily reports to the sub county supervisor.
- Ensuring that data protection and privacy in accordance with the Data Protection and Privacy Act 2019 is embedded.
- Perform any other related duties as may be assigned by the Senior Registration Officer.

Qualifications / Education

- Minimum of a bachelor's degree with Honors in Social Sciences, IT, Computer Sciences, Information Systems, BBA, Accounting, Law and any other related field

Experience and Skills

- Previous enrolment and data processing working experience with NIRA or Electoral Commission will be and added advantage.
- IT literacy and full proficiency in the use of standard software packages
- Broad knowledge and experience in working with biometric data.
- Knowledge on citizenship will be an added advantage.
- High moral character and integrity, Ability to work under pressure and deadlines, Ability to work with or without supervision, Ability to sit for long working on a computer, Flexibility to work night shift and weekends.
- Good communication skills, good writing and comprehension skills, Accuracy, Team player, Good organizational skills

9. **Job title: System Development Assistant**
   Reports To: Manager Information Systems
   Department: ICT

Job Summary: The System Development Assistant will be responsible for assisting in supporting the system development team, coding and contribution to the overall software and application development process.

Key Duties and Responsibilities

- Assists in planning, writing, maintaining, testing and documenting code for the New NSIS applications and platforms that adheres to internal coding standards.
- Assists in monitoring the technical performance of the National Security Information System.
- Assists in gathering additional requirements arising from reported bugs about program functionality and issues reported by system users.
- Functions as an integral part of the project development team, actively contributing towards the development of the new NSIS tools, services and platforms.
- Assists in conducting development tests.
- Assists in writing, debugging code and troubleshooting software issues.
- Participating in code reviews and quality assurance activities.
- Ensuring that data protection and privacy in accordance with the Data Protection and Privacy Act 2019 is embedded.
- Perform any other related duties as may be assigned by the Manager Information Systems.

Qualifications / Education

- Minimum of a bachelor's degree with Honors in Computer Science, Information Technology, Information Systems or related field
- Proficient programming skills in languages; Java, Python, kafhka and Angular is a must and will be tested.
- Excellent knowledge of data backup, recovery, security, integrity and SQL
- Familiarity with database design, documentation and coding
- Previous experience in application development and web design is an added advantage.
- Possession of the relevant industry certification will be an added advantage.

Experience and Skills

- Proven working experience as a developer, experience in oracle and Postgres will be an added advantage.
- Problem solving skills and ability to think algorithmically, Ability to work under pressure and deadlines, Ability to work with or without supervision, Ability to sit for long working on a computer, Flexibility to work night shift and weekends, good communication skills, High moral character and integrity.
- Good writing and comprehension skills, Flexibility, Accuracy, Team player, Good organizational skills, Cost awareness.

10. Job title: Network Administrator Assistant
   Reports To: Network Administrator
   Department: ICT

Job Summary: The Network Administrator Assistant will be responsible for assisting in supporting, configuring, and maintaining NIRA's internal and external networks.

Key Duties and Responsibilities

- Assists in maintaining connectivity of field equipment and optimized network.
- Assists in maintaining network servers, routers, switches, and related software.
- Assists in maintaining an inventory of all IT related equipment showing the physical location, user, a clear description and specification details.
- Assists in supporting diagnostics of network issues and providing support for service desk and technical staff.
- Assists in updating and maintaining network documentation, assigning networking addresses, managing device configurations in accordance with approved policies.

- Assist in monitoring backups, scheduled server and workstation maintenance. Overseeing new and existing equipment, hardware, and software upgrades relating to network or telephone equipment.
- Assist in planning and implementing any improvement, modification, or replacement of network infrastructure components.
- Assist in receiving, prioritizing, and responding to incoming work orders regarding equipment connectivity problems.
- Assist in ensuring efficient and effective network security and connectivity and monitoring network performance (availability, utilization, throughput, good output, and latency) and test for weaknesses.
- Assists in managing user accounts, permissions and passwords.
- Ensuring that data protection and privacy in accordance with the Data Protection and Privacy Act 2019 is embedded.
- Perform any other related duties as may be assigned by the Manager Information Systems

Qualifications / Education

- Minimum of a bachelor's degree with Honors in computer science, Information Technology, Information Systems, or related field
- Hands on experience in networking, routing and switching in LAN, APNs and WAN
- Excellent knowledge of best practices around management, control, and monitoring of server infrastructure
- Experience with firewalls, Internet VPN's remote implementation, troubleshooting, and problem resolution.
- Ability to set up and configure network switches, routers, firewalls and server hardware.
- Familiarity with backup and recovery software and methodologies
- International certification in Juniper, Cisco, CWNA or BCNE

Experience and Skills

- Proven network administrator experience will be an added advantage.
- Problem solving skills and ability to think algorithmically, Ability to work under pressure and deadlines, Ability to work with or without supervision, Ability to sit for long working on a computer, Flexibility to work night shift and weekends.
- Accuracy, Team player, Good organizational skills, Cost awareness

11. Job title: Systems Administrator Assistant
 Reports To: Systems Administrator
 Department: ICT

Job Summary: The Systems Administrator Assistant will be responsible for assisting in management and administration of computer systems, software applications, provide support to users, maintain information systems and networks, upgrade and install new hardware and software, and perform troubleshooting techniques.

Key Duties and Responsibilities

- Assists in regular monitoring of performance of both hardware and software and offer trouble shooting and technical support to employees and external users through the TPI.
- Assists in management and administration of software applications, operating systems, databases, networks (LAN, WAN) and patch management.
- Assists in responding to user's complaints and provide timely solutions and at the same time managing user credentials in accordance with the approved ICT policy.
- Assists in upgrading, installing, and configuring application software and computer hardware and performing regular security tests and security monitoring.
- Assists in deploying new releases and patches to test and production environments manually and with release automation.
- Assists in creating, updating service scripts and procedure development and documentation.
- Support installation, configuration and deployment of server hardware and software, including operating systems, applications, and patches to support and maintain effective network service operations.
- Assists in on-boarding, training, providing guidance to system users and at the same time prepares and maintains a variety of records and reports related to assigned activities; provide system reports as requested.
- Ensuring that data protection and privacy in accordance with the Data Protection and Privacy Act 2019 is embedded.
- Perform any other related duties as may be assigned by the Manager Information Systems

Qualifications / Education

- Minimum of a bachelor's with Honors degree in computer science, Information Technology, Information Security, Information Security, or any related field
- In-depth knowledge and experience in operating systems especially in Windows, and Linux with competency to administer the operating systems.
- Knowledge of management of hardware including servers, storage systems, data backup systems, desktops, and related devices.
- Cloud computing skills with familiarity with cloud applications like Office365, Google Cloud Platform, and AWS.

- Knowledge in Kubernetes, Python, Perl or other language
- Knowledge and experience in management and maintenance of Local Area Networks (LAN) and Wide Area Networks (WAN), in addition to setting up network security features like firewalls, are often expected of system administrators.
- Certification in Windows Server Administration Fundamentals, Red Hat System Administrator Certification, CompTIA Server+ or A+, related fields will be an added advantage.

Experience and Skills
- Proven systems administrator experience will be an added advantage.
- Problem solving skills and ability to think algorithmically, Ability to work under pressure and deadlines, Ability to work with or without supervision, Ability to sit for long working on a computer, Flexibility to work night shift and weekends.
- Accuracy, Team player, Good organizational skills, Cost awareness

12. Job title: Cyber Security Assistant
Reports To: Cyber Security Officer
Department: ICT

Job Summary: The Cyber Security Assistant will be responsible for assisting in safeguarding the integrity and security of the mass enrolment and mass renewal process and the gadgets that aid the process by identifying, assessing, and mitigating cyber threats.

Key Duties and Responsibilities
- Assists in designing, implementing, maintaining and reporting on appropriate system security.
- Assists in ensuring staff compliance with approved ICT security policy and standards.
- Assists in conducting tests of the disaster recovery plan.
- Assists in coordinating access controls, detecting physical and system intrusion, and monitoring the CCTVs.
- Assist in staying up to date with the ever-revolving cyber threats and the available updated security measures by carrying out continuous research.
- Assists in responding to cyber and physical threats in a timely and efficient manner.
- Assists in making incident reports on any threats.
- Ensuring that data protection and privacy in accordance with the Data Protection and Privacy Act 2019 is embedded.
- Perform any other related duties as may be assigned by the Manager Information Systems

Qualifications / Education

- Minimum of a bachelor's degree with Honors in computer science, Computer Engineering, Information Security, Information Systems, Information Technology or any related field
- In-depth knowledge and experience in cyber security
- Knowledge of management of hardware including servers, storage systems, data backup systems, desktops, access control devices and related devices.
- Knowledge and experience in management and maintenance of Local Area Networks (LAN) and Wide Area Networks (WAN), in addition to setting up network security features like firewalls.

Experience and Skills

- Proven cyber security experience will be an added advantage.
- Problem solving skills and ability to think algorithmically, Ability to work under pressure and deadlines, Ability to work with or without supervision, Ability to sit for long working on a computer, Flexibility to work night shift and weekends.
- Accuracy, Team player, Good organizational skills, Cost awareness

13. Job title: Database Administrator Assistant
Reports To: Database Administrator
Department: ICT

Job Summary: The Database Administrator Assistant will be responsible for assisting in keeping NIRA databases up and running smoothly 24/7so as to provide a seamless flow of information, considering both backend data structure and frontend accessibility for end-users.

Key Duties and Responsibilities

- Assists in implementing and enforcing comprehensive maintenance procedures for NIRA database systems.
- Assist in defining users and enabling data distribution to the right user, in appropriate format and timely manner according to NIRA's approved data policies, procedures, standards.
- Assist in carrying out data backup and recovery following the data backup policy.
- Assists in performing tests and evaluations regularly to ensure data security, privacy and integrity.
- Assists in monitoring database performance, implement changes and apply new patches and versions when required.
- Assist in devising and implementing processes for resolving faults and data loss and writing disaster recovery plans.

- Participate in data migration and data archiving activities.
- Assist in writing database documentation, including data standards, procedures and definitions for the data dictionary (metadata).
- Assists in monitoring system and database performance and data usage and space and support backup and recovery procedures.
- Assist in creating and managing database reports, visualizations, and dashboards.
- Assist in creating automation for repeating database tasks and support performance tuning and optimization of database systems.
- Assist in supporting processes for optimizing and enhancing database security and providing second level support to techno-functional users.
- Ensuring that data protection and privacy in accordance with the Data Protection and Privacy Act 2019 is embedded.
- Perform any other related duties as may be assigned by the Manager Information Systems

Qualifications / Education
- Minimum of a bachelor's degree with Honors in computer science, Information Technology, Information Systems, and any other related field
- Excellent technical skills in a range of programming languages.
- Hands-on experience with database standards and end user applications
- Excellent knowledge of data backup, recovery, security, integrity, and SQL
- Familiarity with database design, documentation, and coding
- Experience with DBA case tools (frontend/backend) and third-party tools.
- The possession of Industry relevant certifications will be an added advantage.

Experience and Skills
- Proven working experience as a Database Administrator, experience in oracle and Postgres will be an added advantage.
- Problem solving skills and ability to think algorithmically, Ability to work under pressure and deadlines, Ability to work with or without supervision, Ability to sit for long working on a computer, Flexibility to work night shift and weekends.
- Accuracy, Team player, Good organizational skills, Cost awareness

14. Job title: Field Support Assistant
    Reports To: Systems Administrator
    Department: ICT

Job Summary: The Field Support Assistant will be responsible for assisting in ensuring all NIRA field equipment and servers are up and running 24/7so as to provide a seamless flow of data, from the field servers to the central server for processing and back to the field servers.

Key Duties and Responsibilities

- Assists in implementing and enforcing comprehensive maintenance procedures for NIRA technology equipment and servers.
- Assist in carrying out data backup and recovery following the data backup policy.
- Assists in performing tests and evaluations regularly to ensure data security, privacy and integrity.
- Assists in monitoring field server performance, implementing changes and apply new patches and versions when required.
- Assist in devising and implementing processes for resolving faults and data loss and writing disaster recovery plans.
- Participate in data migration and data archiving activities.
- Assists in monitoring field server performances and data usage and space and support backup and recovery procedures.
- Assist in creating and managing field server reports, visualizations, and dashboards.
- Assist in supporting processes for optimizing and enhancing server security.
- Assists in repairing, maintaining and checking the machines, tools and equipment.
- Assists in documenting failures, corrective actions, and service performance of servers and setup and/or down times.
- Ensuring that data protection and privacy in accordance with the Data Protection and Privacy Act 2019 is embedded.
- Perform any other related duties as may be assigned by the Manager Information Systems

Qualifications / Education

- Minimum of a bachelor's degree with Honors in computer science, Information Technology, Information Systems, and any other related field
- Excellent technical skills in a range of programming languages.
- Hands-on experience with server standards and end user applications
- Excellent knowledge of data backup, recovery, security, integrity and SQL
- Familiarity with server designs, documentation, and coding

Experience and Skills
- Proven working experience as a field support administrator will be an added advantage.
- Problem solving skills and ability to think algorithmically, Ability to work under pressure and deadlines, Ability to work with or without supervision, Ability to sit for long working on a computer, Flexibility to work night shift and weekends.
- Accuracy, Team player, Good organizational skills, Cost awareness.

15. Job title: Service Engineer
Reports To: Manager Data Processing and Production
Department: ICT

Job Summary: The Service Engineer will be responsible for providing technical advice, solutions in the designs of electrical systems, and mechanical components of personalization machinery, supporting electrical routine preventive and corrective maintenance of personalization machinery and provide support for equipment and tools used in the card production machinery.

Key Duties and Responsibilities
- Ensures proper day-to-day running of personalization machines.
- Maintains stock of personalization Machine spares and manages the inventory of the same.
- Performs preventive and corrective maintenance of ID card production machines.
- Maintains a log of any faults, events, incidents that happen during the personalization process and escalates any that require higher intervention accordingly.
- Manages the service, maintenance, repairs, replacement, and extension of production machinery, equipment, and supply of machine spares.
- Plans, develops, publishes, and updates standard maintenance manuals and other documentation related to the production process.
- Manages the service and maintenance schedules according to manufacturers' recommended standards.
- Ensures the production quality and cost control is achieved.
- Monitors production & responds to any technical queries and provides support as needed.
- Ensuring that data protection and privacy in accordance with the Data Protection and Privacy Act 2019 is embedded.
- Performs any other duties that may be assigned from time to time by the Manager, Data Processing and Production

Qualifications / Education

- A bachelor's degree with Honors in Industrial, Electrical, Computer, Mechanical or Electronics Engineering from a recognized institution
- At least 3 years relevant work experience in a reputable public or private organization
- Advance IT literacy and Computer software applications skills are required.

Experience and Skills

- Strong planning and organizational skills, time management skills, with the ability to prioritize tasks and meet deadlines while paying attention to detail.
- Strong problem-solving skills, with the ability to identify and resolve issues quickly and efficiently.
- Adaptation ability to changing priorities and work in a fast-paced, dynamic environment with tight deadlines.
- Good communication and Interpersonal skills, Ability to work with minimum supervision.
- Ability to proactively deal with scheduled and unscheduled prolonged periods standing and performing repairs and maintenance works on production machines.
- Must be able to frequently lift heavy weights.
- Ability to work under pressure and deadlines, Ability to work with or without supervision, Ability to sit for long working on a computer.
- Must be able to work night shifts and weekends.
- Accuracy, Team player, Good organizational skills, Cost awareness.

16. Job title: Legal Assistant
   Reports To: Manager Legal and Advisory Services and Manager Compliance & Enforcement
   Department: Legal, Advisory and Compliance

Job Summary: The Legal Assistant will be responsible for assisting in managing legal documents, carrying out legal research and ensuring that all mass enrolment and mass renewal processes conform to the law.

Key Duties and Responsibilities

- Conducting legal research, drafts documents, emails, and opinions of a legal nature.
- Providing administrative support to the legal directorate on legal related inquiries during the mass enrolment and mass renewal exercise.
- Researching and analyzing law sources to prepare drafts of briefs or arguments for review, approval, and use by Advocates.
- Providing assistance in organizing meetings and in taking minutes in meetings organized by the Directorate of Legal Affairs

- Supporting the legal directorate in processing citizen identification and verification complaints.
- Assisting in filing legal documents and correspondences relating to Mass Enrolment and Renewal Exercise
- Supporting investigations, prosecutions, and reporting.
- Supporting training and creating awareness on legal provisions and requirements on laws relating to citizenship, identification, and registration.
- Ensuring compliance with the Data Protection and Privacy Act 2019.
- Perform any other related duties as may be assigned by the Supervisors.

Qualifications / Education
- Minimum of a bachelor's degree with Honors in law (LLB) from a recognized University
- Completion of the bar course at the Law Development Centre is a must.
- Enrollment as an Advocate is an added advantage.

Experience and Skills
- Knowledge in the relevant laws especially in regard to citizenship will be an added advantage.
- Previous legal practice experience will be an added advantage.
- Experience in litigation and/or prosecution is an added advantage.
- Must be proficient in IT and computer use.
- Ability to work with or without supervision, Ability to work under pressure and deadlines, Ability to sit for long working on a computer, Flexibility to work night shift and weekends, good communication skills, Good writing and comprehension skills
- Flexibility, Accuracy, Team player, Good organizational skills, Problem solver, Empathetic, Good Listener
- Demonstration of knowledge of laws relating to registration of persons.
- Demonstration of experience and knowledge of citizenship verification will be an added advantage.
- Previous legal practice experience at a busy law firm/parastatal /busy organization will be an added advantage.

17. Job title: Legal Clerk
   Reports To: Legal Officer
    Department: Legal, Advisory and Compliance

Job Summary: The Legal Clerk will be responsible for organizing and maintaining records. He/she will also perform other administrative or clerical duties, such as making copies, ordering supplies, and handling mail, filing court documents, serving court documents, following up on court matters, fixing court dates.

- **Key Duties and Responsibilities**
- Preparing affidavits, hearing notices & other court documents and maintaining document files and case correspondence.
- Researching and analyzing law sources to prepare drafts of briefs or arguments for review, approval, and use by Advocates.
- Reviewing and filing pleadings, petitions, and other documents relevant to court actions.
- Delivering or directing delivery of court pleadings/documents to witnesses and parties to action.
- Serving copies of letters and pleadings to opposing counsel/entity.
- Arranging transportation and accommodation for witnesses if required.
- Storing, cataloging, and maintaining currency of legal volumes.
- Ensuring compliance with the Data Protection and Privacy Act 2019.
- Perform any other related duties as may be assigned by the Supervisors.

Qualifications / Education
- Minimum of a Diploma in Law from a recognized institution.
- Possession of a Court Process Server certification is an added advantage.

Experience and Skills
- At least 1 years' working experience in a busy law firm/parastatal /busy organization.
- Must be proficient in IT and computer use.
- Ability to work with or without supervision, Ability to work under pressure and deadlines, Ability to sit for long working on a computer, Flexibility to work for long hours, good communication skills, Good writing and comprehension skills.
- Flexibility, Accuracy, Team player, Good organizational skills, Problem solver, Empathetic, Good Listener, Commitment and integrity, Proactivity and innovation, Punctuality

18. Job title: Client Relations Assistant
Reports To: Client Relations Officer
Department: Public Relations and Corporate Affairs

Job Summary: The Client Relations Assistant will be responsible for assisting in responding to citizens' questions about mass enrolment and renewal via phone, email, chat and physically, responding to inquiries on failed applications and processing status of applications and handling applicants' complaints.

Key Duties and Responsibilities
- Assist in receiving and answering telephone inquiries on mass enrolment and mass renewal.
- Assist in receiving and addressing queries about the exercise.

- Assist in drafting responses and correspondences on the exercise.
- Assist in Using social media platforms productively to publicize the mass enrolment and mass renewal exercise.
- Assist in responding to citizens questions about the exercise.
- Responding to inquiries on failed applications and processing status of applications.
- Assist in handling applicants' complaints.
- Assist in collecting and analyzing applicants' feedback.
- Assist in standardizing, developing and documenting knowledge base on Frequently Asked Questions.
- Assist in tracking citizen customer service KPIs and metrics.
- Ensuring that data protection and privacy in accordance with the Data Protection and Privacy Act 2019 is embedded.
- Perform any other related duties as may be assigned by the Client Relations Officer

Qualifications / Education
- Minimum of a bachelor's degree with honors in communications Skills and Literature, Public Relations, Mass communication and any other related field
- Proficiency in graphics design and use of the following applications Adobe Acrobat, Adobe Illustrator, Adobe photo-shop, Adobe In-design will be an added advantage.

Experience and Skills
- Previous media relations experience will be an added advantage.
- Must be proficient in IT and computer use.
- Professional understanding of technical operations and functions
- High moral character and integrity, Ability to work under pressure and deadlines, Ability to work with or without supervision, Ability to sit for long working on a computer, Flexibility to work night shift and weekends.
- Problem solver, Empathetic, Good Listener, Good communication skills, Innovative, Decisive, good writing and comprehension skills, Accuracy, Team player, Good organizational skills

19. Job title: Human Resource Assistants
   ## Reports To: Human Resource Officer
   ## Department: Human Resource

Job Summary: The Human Resource Assistants will be responsible for assisting in supporting the various HR functions, maintaining employee records, and contributing to the overall HR process.

Key Duties and Responsibilities

- Supporting the project recruitment process and all project recruitment activities
- Assist in the induction and training of staff in the various departments.
- Assist in creating, maintaining and updating accurate project staff files.
- Assist in generating payroll functions and answering any payroll related issues arising.
- Provide clerical and administrative support to the Human Resource department.
- Maintaining confidentiality and integrity of staff personal data
- Assist in evaluating project staff performance.
- Assist in tracking Human Resource project expenditure against performance.
- Assist in enforcing the approved discipline and code of ethics for all project staff.
- Assist in handling all staff grievances.
- Ensuring that data protection and privacy in accordance with the Data Protection and Privacy Act 2019 is embedded.
- Perform any other related duties as may be assigned by the Head Human Resource

Qualifications / Education

- Minimum of a bachelor's degree with Honors in human resource, Community Psychology, Social Sciences, Business Administration, Management, and any other related field
- Membership in the Human Resource Managers Association of Uganda will be an added advantage.

Experience and Skills

- Previous human resource management experience will be an added advantage.
- Must be proficient in IT and computer use.
- Professional understanding of technical operations and functions
- Knowledge on HR systems will be an added advantage.
- High moral character and integrity, High level of confidentiality, Ability to work under pressure and deadlines, Ability to work with or without supervision, Ability to sit for long working on a computer, Flexibility to work weekends, Ability to travel long distances.
- Problem solver, Empathetic, Good Listener, Good communication skills, Innovative, Decisive, good writing and comprehension skills, Accuracy, Team player, Good organizational skills

20. Job title: Human Resource Office Assistant
Reports To: Human Resource Officer
Department: Human Resource

Job Summary: The Human Resource Office Assistant will be responsible for assisting in administrative and clerical support in the Human Resource Department.

Key Duties and Responsibilities
- Assist in offering administrative and clerical support to the Human Resource department.
- Assist in managing and organizing office operations, including maintaining office supplies, handling incoming and outgoing mail, and ensuring a tidy and functional workspace.
- Assist in scheduling appointments, meetings, and maintaining calendars.
- Assist in providing general administrative support, including data entry, filing, and documentation.
- Assist in filing and organizing all HR related documentation.
- Assist in receiving, dispatching and filing all HR related documentation.
- Assist in preparation of HR related documentation.
- Ensuring that data protection and privacy in accordance with the Data Protection and Privacy Act 2019 is embedded.
- Perform any other related duties as may be assigned by the Head Human Resource

Qualifications / Education
- Minimum of a bachelor's degree with Honors in human resource, Community Psychology, Social Sciences, Business Administration, Management, and any other related field

Experience and Skills
- Proven experience in administration will be an added advantage.
- Previous human resource management experience will be an added advantage.
- Proficiency in Microsoft Office Suite and other basic office software.
- Professional understanding of technical operations and functions
- Proven experience in administration will be an added advantage.
- High moral character and integrity, High level of confidentiality, Ability to work under pressure and deadlines, Ability to work with or without supervision, Ability to sit for long working on a computer, Flexibility to work weekends, Ability to travel long distances.
- Empathetic, Good Listener, Good communication skills, Innovative, Decisive, good writing and comprehension skills, Flexibility, Accuracy, Team player, Good organizational skills

21. Job title: Monitoring and Evaluation Assistant
   Reports To: Manager Monitoring and Evaluation
   Department: Planning and Strategy

Job Summary: The Monitoring and Evaluation Assistant will be responsible for assisting in the project monitoring and evaluation processes, data collection and analysis, carrying out research and assessment of project performance visa vie project expenditure.

Key Duties and Responsibilities

- Assist in the project monitoring and evaluation processes.
- Assist in collecting, collating, quality assurance and analyzing project data.
- Assist in carrying out project related research aimed at improving project performance.
- Assist in assessment of project performance visa vie project expenditure.
- Assist in report writing on the performance of the project.
- Assist in keeping track of project variables and report on their progress.
- Ensuring that data protection and privacy in accordance with the Data Protection and Privacy Act 2019 is embedded.
- Perform any other related duties as may be assigned by the Manager Monitoring and Evaluation

Qualifications / Education

- Minimum of a bachelor's degree with Honors in Monitoring and Evaluation, Statistics, Project Planning and Management, Social Sciences, Business Administration, Management and any other related field.

Experience and Skills

- Previous Monitoring and Evaluation experience will be an added advantage.
- Proficiency in the use of standard data analysis software packages
- Professional understanding of technical operations and functions
- Proficiency in Microsoft Office Suite and other basic office software.
- High moral character and integrity, High level of confidentiality, Ability to work under pressure and deadlines, Ability to work with or without supervision, Ability to sit for long working on a computer, Flexibility to work weekends, Ability to travel long distances.
- Problem solver, Empathetic, Good Listener, Good communication skills, Innovative, Decisive
- Good writing and comprehension skills, Accuracy, Team player, Good organizational skills

22. Job title: Internal Audit Assistant
   Reports To: Internal Auditor
   Department: Internal Audit

Job Summary: The Internal Audit Assistant will be responsible for assisting the Internal Audit team undertaking auditing of the project activities.

Key Duties and Responsibilities
- Assist in auditing all project activities and processes.
- Assist in verifying project expenditures.
- Assist in verifying existence of project fixed assets.
- Assist in confirming whether the project is being implemented as per the approved Project Implementation Strategy
- Assist in confirming whether project staff were recruited as per the applicable rules and regulations.
- Assist in confirming whether project staff are undertaking their specified assignments.
- Confirming respective payments to the respective project beneficiaries
- Assist in confirming project procurements were ordered for and delivered with the right specifications.
- Assist in preparing audit programs.
- Assist in gathering audit evidence.
- Assist in preparing Internal Audit reports.
- Ensuring that data protection and privacy in accordance with the Data Protection and Privacy Act 2019 is embedded.
- Perform any other related duties as may be assigned by the Senior Internal Auditor

Qualifications / Education
- Minimum of a bachelor's degree with Honors in commerce, Business Administration, Accounting, or any other related field.

Experience and Skills
- Previous auditing experience will be an added advantage.
- Professional understanding of technical operations and functions
- High moral character and integrity, High level of confidentiality, Ability to work under pressure and deadlines, Ability to work with or without supervision, Ability to sit for long working on a computer, Flexibility to work weekends, Ability to travel long distances.
- Problem solver, Empathetic, Good Listener, Good communication skills, Innovative, Decisive, good writing and comprehension skills, Accuracy, Team player, Good organizational skills