TERMS OF REFERENCE (ToR)
Position Title: Short-Term Consultant – IT Project Management and Training Specialist
Duty Station: Nairobi, Kenya (Headquarters) -
Duration: 12-24 months
Reporting to: Director Credit and Operations

Overview

The IT Project Management and Training Specialist is responsible for planning and executing technology projects while ensuring IT teams and end-users are trained to leverage systems effectively. This role bridges technical project delivery with workforce enablement, ensuring smooth adoption of IT solutions.

Key Responsibilities

IT Project Management

- Lead IT projects such as software implementation, infrastructure upgrades, and system integrations.
- Develop detailed project plans, timelines, and resource allocation strategies using Agile or Waterfall methodologies.
- Coordinate with developers, system administrators, and vendors to ensure timely delivery.
- Monitor project progress, manage risks, and resolve technical issues promptly.
- Maintain documentation for compliance with IT governance and security standards.
- Plan, organize, and manage projects from initiation to completion within scope, time, and budget.
- Communicate project status to stakeholders and ensure alignment with business objectives.

IT Training & Enablement

- Assess training needs for IT staff and end-users based on new technologies and system changes.
- Design and deliver technical training programs (e.g., software usage, cybersecurity best practices).
- Create user guides, video tutorials, and e-learning modules for IT systems.
- Conduct workshops and webinars to support digital transformation initiatives.
- Evaluate training effectiveness and update content based on feedback and emerging technologies.
- Assess training needs based on project requirements and team skill gaps.
- Design and deliver training programs (in-person and virtual) for project teams and stakeholders.
- Evaluate training effectiveness and implement improvements.
- Support onboarding and continuous learning initiatives.

Required Skills & Qualifications

- Bachelor's degree in Information Technology, Computer Science, or related field.
- Proven Five (5) years' experience in IT project management and technical training delivery.
- Strong knowledge of project management frameworks (Agile, Scrum, PMP certification preferred).
- Familiarity with IT systems, cloud platforms, and cybersecurity principles.
- Proficiency in project management tools (e.g., Jira, Trello, MS Project) and Learning Management Systems (LMS).
- Excellent communication and technical writing skills.

Preferred Attributes

- Ability to translate complex technical concepts into easy-to-understand training.
- Strong leadership, stakeholder management skills and strong interpersonal skills.
- Adaptability to emerging technologies and fast-paced environments.
- Analytical and problem-solving abilities.
- Ability to manage multiple priorities and work under pressure.

Application Process

Interested candidates should submit:

- A cover letter outlining suitability for the assignment;

- A detailed CV; and

- Three professional references.

Applications should be sent to hr@shelterafrique.org by 15th December 2025