

Job Description: Project Implementation Intern – School Management System (SMS)

Job Title: Project Implementation Intern – School Management System (SMS)

Location: Field-based (Nairobi, Meru, Nyeri, Kisumu, Nakuru) with frequent travel to assigned schools

Reporting To: Relationship Manager – SMS Project Delivery

Job Purpose:

To support the implementation and adoption of the School Management System (SMS) in partner schools. Interns will assist in onboarding, training, troubleshooting, and collecting feedback to ensure full utilization of the system during the rollout period.

Key Responsibilities:

- Assist in onboarding schools onto the SMS platform.
- Provide on-site and virtual support to directors and school administrators.
- Conduct basic training sessions and system walkthroughs.
- Assist in distributing and explaining user guides, manuals, and marketing materials.
- Monitor school usage and report adoption trends.
- Log user issues, escalate technical challenges to the support team, and follow up on resolutions.
- Collect qualitative feedback from school users and suggest areas for improvement.
- Collaborate with Relationship Managers in organizing events and meetings with school staff.
- Ensure branding materials and collaterals are appropriately placed and used.
- Submit weekly activity reports and contribute to implementation reviews.

Key Performance Indicators (KPIs):

- Adoption rates in assigned schools and usage of the SMS
- Number of schools supported weekly
- Timeliness and accuracy of onboarding activities
- Number of training sessions facilitated
- Number of issues resolved or properly escalated
- User satisfaction feedback from schools



Skills & Qualifications:

- Diploma or bachelor's degree (ongoing or completed) in Education, ICT, Business, or related field.
- Strong communication and interpersonal skills
- Tech-savvy with basic proficiency in Microsoft Excel, digital tools, or learning platforms.
- Fluent in English and Kiswahili (both written and spoken).
- Comfortable working in the field and traveling frequently.
- Prior experience in customer service, school engagement, or community work is a plus.

Contract Type:

Fixed-Term Internship (2–3 months) with performance-based extension