

ICT MANAGER – JOB DESCRIPTION

POSITION	ICT Manager
SUPERVISOR	Commercial Director
JOB SUMMARY, DUTIES AND RESPONSIBILITIES	
Job Summary	The ICT Manager's primary responsibility includes; understanding and aligning technology with the company's business objectives, providing user support, managing ICT projects and outsourced vendors, ensuring data security, and supervising department staff.
Duties and Responsibilities	<p>General Management</p> <ul style="list-style-type: none"> • Obtain an in-depth understanding of the company's business processes including; industry wide issues and objectives, company's strategic objectives, key stakeholders, key historical issues and the business model specific to the company. • Analyze business needs for all company functions, design appropriate technology-based processes and solutions, and communicate these effectively. • Oversee operations of the ICT department, set goals and objectives based on the corporate strategic plan. Prepare the ICT annual operating budget and design the framework for these to be met. • Represent ICT department in management meetings and maintain effective relationships with management. • Formulate and lead in the implementation of the ICT strategy in line with policies, processes and procedures to deliver company business objectives while reporting to management and other relevant stakeholders on technology issues and risks. • Report on and provide advice on how changes in the ICT field impact the company's operations and business performance. • Maintain daily monitoring of the ICT function and escalate risks immediately when identified. • Ensure compliance to all laws and regulations relating to ICT in countries where the company operates in, including the Kenyan Data Protection Act of 2019. <p>User and Business Support</p> <ul style="list-style-type: none"> • Provide leadership and ensure support to all information system users by formulating and implementing system support (problem management (help desk, incident response), service level management, third-party management, end user computing and software licensing policies and procedures. • Provide efficient and effective user support by ensuring all users get the necessary IT support, reviewing issues not resolved within prescribed timelines and provide technical direction where required to ensure minimal work and business disruptions. • Manage all ICT assignments and ensure capacity building to achieve optimal and efficient use of all the ICT systems / tools available to the company. • Develop, deploy and maintain appropriate ICT infrastructure and connectivity solutions to ensure secure, efficient and effective flow of information to facilitate seamless operations and reporting for decision making.

- Provide, deploy and maintain IT hardware in line with company policy.
- Provide, deploy, and maintain software-based productivity tools such as email, office applications (word processing, spreadsheets, presentation application), among others and achieve 99% system availability.
- Deploy, ensure uptime, and maintain appropriate business applications (ERP or custom-built partnership applications such as AFS, Track n Trace and WMS) that support critical business processes to facilitate operations and decision making.
- Develop effective communications and engagement strategy proposals to ensure that business areas make informed choices and plans for the deployment of ICT in support of service delivery. In addition to maintaining and enforcing standards and protocols for use of information and communication technologies across the organisation.
- Establish appropriate operational procedures, tools, and resources for effective and timely delivery of technical support to all users (at the head office and branches) that ensures high user productivity and guarantees customer satisfaction.
- Ensure all company operations are well equipped with the right hardware and software infrastructure; oversee ICT equipment purchase, maintenance, use and disposal by monitoring of ICT stock levels (ICT consumable and equipment) and ensure that the ICT equipment and tools are properly managed. Report immediately in case of lost, stolen / broken or obsolete equipment.

Project and Vendor Management

- Lead on ICT strategic sourcing, procurement development and co-ordination, implementing the procurement strategy and developing a sustainable fit for purpose service, ensuring that this is supported by a set of cost-effective external service contracts and that transitions are managed successfully.
- Responsible for ensuring that changes to information systems and related infrastructure are done in such a way that meets business and end-user requirements and has minimal risk to the business and the information assets.
- Manage the introduction, implementation and support of appropriate ICT / ERP systems in the company.
- Maintain a status dashboard of all significant / major ICT projects.
- Spearhead company's ICT innovations. Be knowledgeable of the changing IT space and actively review the IT infrastructure for efficiency especially with the current technological advancements.
- Schedule software upgrades for all the company's operating systems and always ensure the company uses the most up to date software versions.
- Manage relationships with the company's external service providers including, hardware and software vendors, outsourced service providers, industry regulators and consultants.
- Develop, manage and monitor maintenance programmes with service providers for all ICT hardware and software.
- Manage, monitor contracts / SLAs of external suppliers / providers of all ICT equipment or services as required.
- Ensures all the company's application systems and operating software are at all times supported and licenced.

ICT and Data Security

	<ul style="list-style-type: none"> • Develop, deploy and maintain appropriate security systems that ensure the following; network, operating software and databases are safe from internal and external security threats. • Provide data security by ensuring systems access is defined within the latest ICT security standards for all users. • Set up a schedule to monitor systems user access to always ensure that only authorised users have access to the system. • Use domain knowledge and experience to define sufficient resilience for network, hardware, application systems together with the accompanying disaster recovery and business continuity plans. • Develop, document, implement, test and review business continuity plan (disaster recovery plan) in alignment with the disaster mitigation and management plans to ensure high systems availability and business continuity. • Manage overall systems control and security by safeguarding the systems against deliberate efforts to fraudulently abuse them either physically or logically and establish security features within the system for control purpose, through network monitoring and management as well as data protection and information security policy. • Ensure regular scheduling of upgrades and security backups of hardware and software systems. <p>Staff Supervision</p> <ul style="list-style-type: none"> • Manage, guide and supervise all staff under the ICT department and remain accountable for the operations. • Train ICT staff and direct employees career development. • Assign roles to ICT staff and ensure they report to work as required.
QUALIFICATIONS AND EXPERIENCE	
Education	Bachelor's degree in computer science or IT-related field from an academic institution recognized by the Commission for University Education.
Professional Qualifications	<p>Professionally certified or studying towards certification in the following; IT Management or related technologies, such as ITIL or MCSE, or an equivalent professional qualification.</p> <p>Membership to a relevant professional body will be an added advantage.</p>
Experience	Minimum of five (5) years' relevant working experience. Experience in the aviation industry will be an added advantage.
KNOWLEDGE AND COMPETENCIES	
Technical Skills	<ul style="list-style-type: none"> • Virtualization technologies, such as VMWare and Hyper-V. • Microsoft SQL database. • Microsoft Exchange and Active Directory. • Storage e.g., with Dell EMC. • Knowledge of cargo handling systems, such as Cargospot. • Messaging services such as SITA.
Interpersonal Skills	<p>Provide strategic direction, communicate effectively, maintain relationships, and manage ICT function's staff and processes by demonstrating competency in the following knowledge areas;</p> <ul style="list-style-type: none"> • Influence and communication (written and verbal). • Leadership and teamwork. • Change management.

	<ul style="list-style-type: none">• Conflict resolution.• Excellent negotiating, persuasion and collaboration.• Strong time-management and organization.• Ability to multi-task and work under pressure.• Critical thinking.
Application Deadline	20 November 2023
How to Apply	Click on this link. https://bit.ly/3FEIs8c