



Job Title: ICT Manager

Job Summary

The position is responsible for driving continuous optimization of operations through technology, ensuring innovation and renewal of core processes, continuous availability of ICT related systems including networks, databases and data security to guarantee reliability and support of operations in line with the organization's strategic objectives.

Main Responsibilities

- i. Provide ICT advisory and support to the organization as the ICT lead;
- ii. Contribute to the development of the organization's strategic plan as part of management team to ensure business growth;
- iii. Communicate and cultivate ownership of and the organization's strategic direction and objectives on ICT related matters to staff to promote employee engagement and productivity;
- iv. Define and implement the organization's digital strategy and transformation agenda to drive innovation and ensure automation of client-facing and back-office processes in line with the strategy;
- v. Prepare the ICT annual budget and monitor its implementation upon approval to ensure cost containment and value for money;
- vi. Develop and review internal ICT policies and procedures in compliance with organization's standards and guidelines;
- vii. Manage IT infrastructure including planning, installation and maintenance in line with the organization's needs;
- viii. Put in place information security systems and measures to ensure the organization's ICT environment is secure in line with industry standards;
- ix. Put in place systems for vendor management on IT-related obligations to ensure the organization's needs are met;
- x. Ensure compliance of ICT function to approved organizational quality management systems;
- xi. Lead, develop and motivate ICT team including upskilling, training on the best practices in line with current trends in ICT field;
- xii. Analyse computer and information needs for the organization from an operational and strategic perspective and determine immediate and long-range resources requirements;



- xiii. Evaluate newest and most innovative technologies and determine how these can help the organization;
- xiv. Ensure availability, continuity and security of data and information services at all times;
- xv. Ensure technology documents/certificates such as product registrations, SSL certificates, maintenance agreements, service contracts etc. and related technology operations and/or technology services are evaluated, updated and processed;
- xvi. Plan and implement routine preventive maintenance on hardware and software with to prolong the life of equipment, reduce downtime, decrease maintenance requests, and prevent occurrence of costly emergency repairs;
- xvii. Provide ICT technical support services including troubleshooting when systems, hardware and network fail;
- xviii. Inform, advise and give recommendations to management for system upgrades, digitization, solutions, and operational plans;
- xix. In consultation with management, analyse ICT needs for MIS and functional operations to determine scope and priorities of projects and as well discuss system capacity and equipment acquisitions;
- xx. Identify and evaluate user requirements, define appropriate responses and ensure ICT facilities meet these needs;
- xxi. Provide guidance in acquisition of ICT equipment, system, accessories, service, or related tasks;
- xxii. Review new software and hardware requirements from user departments and offer necessary guidance prior to purchase;
- xxiii. Co-ordinate ICT projects from development through implementation, working with internal and external users, vendors, consultants and computer specialists;
- xxiv. Provide on-going systems administration and daily basic support to the ICT function across the organization in accordance with the set standards and procedures; and
- xxv. Any other responsibility assigned to the job holder by the supervisor from time to time;



Key Skills and Qualifications:

- i. Bachelor's Degree in ICT, Business IT or a related discipline from a recognised University
- ii. Master's Degree in either IT, Computer Science, Computer Engineering or any other related field from a recognised institution
- iii. Professional ICT qualifications such as Microsoft Certified Systems Engineer (MCSE), Cisco Certified Network Associate (CCNA) or equivalent and other recognised qualifications will be an added advantage
- iv. Member of Computer Society of Kenya
- v. A minimum of ten (10) years' experience in information technology including computer operations management, at least three (3) of which must have been in a management position

Technical & Behavioural Skills

- i. Understanding of hardware, software, windows, and IT documentation;
- ii. Working knowledge of key frameworks e.g. ISO 27001
- iii. Technical knowledge and practical experience in the implementation of ERPs.
- iv. Functional knowledge and expertise in deploying solutions within IT ecosystems such as Active Directory, ERP, IAM solutions, Security Solutions etc.
- v. Ability to lead, influence and drive change initiatives in support of business strategies within the department;
- vi. Knowledge of CRM data and database systems;
- vii. Understanding of data security and other compliance responsibilities;
- viii. Ability to lead operations and change in an IT environment;
- ix. Governance savvy with a keen understanding and experience in drafting and implementing ICT policies and procedures;
- x. Database and applications management skills;
- xi. Strategic thinker with strong business acumen;
- xii. Leadership skills;
- xiii. Excellent communication skills and stakeholder management abilities;
- xiv. Excellent understanding of multi-disciplinary nature of IT solutions;
- xv. Experience with regulatory compliance issues, as well best practices in application and network security;
- xvi. Excellent planning and organisation skills with a keen eye for detail;
- xvii. Excellent analytical and problem-solving skills;
- xviii. Experience in supporting senior leadership teams in solving digital issues;



- xix. Experience in developing digital transformation roadmaps with the ability to support company digitisation journeys;
- xx. Ability to motivate staff and lead team of experts;
- xxi. Ability to support in business operations, process automation and troubleshooting;
- xxii. Experience in managing departmental budgets, and creating and aligning the IT strategy to the organisation strategy.