

JOB DESCRIPTION

ICT MANAGER

SECTION: CORPORATE DIVISION

REPORTS TO: GROUP CEO

DURATION: 3 year contract

THE PURPOSE OF THE JOB/OBJECTIVES

- The ICT manager will ensure the smooth operation of the ICT department in alignment with the business objectives of the organization. The ICT manager will plan, direct, coordinate and design ICT-related activities, as well as provide administrative direction and support for daily operational activities of the ICT department.

KEY TASKS, DUTIES AND RESPONSIBILITIES

1. Formulating and leading in the implementation of the ICT strategy in line with policies, processes & procedures to deliver business objective.
2. To analyze business needs for all ENA functions, design appropriate technology-based processes and solutions, and communicate these effectively.
3. To use domain knowledge and experience to define sufficient resilience for network, hardware, applications together with the accompanying disaster recovery plans.
4. Develop the ICT budget and oversee its prudent management.
5. Provide Data security and recovery for all ENA data.
6. Ensure all ENA operations are well equipped with the right hardware and software infrastructure; oversee ICT equipment purchase, maintenance, use and disposal.
7. Develop and manage maintenance programmes for all ICT Hardware and Software.
8. Ensure compliance to all Laws and Regulations relating to Information Communication and Technology.
9. Provide efficient and effective user support. Ensure that ENA staff get the necessary IT support, reviewing issues not resolved within prescribed timelines and provide technical direction where required to ensure minimal work disruptions.
10. Manage the contracts of external suppliers of information and communication technology equipment or services as required.
11. Continuously ensure that IT policies and procedures as well as data protection policy, are regularly followed, and this is ensured by reviewing logs, reports and other outputs from various processes.
12. Managing overall systems control by safeguarding the systems against deliberate efforts to fraudulently abusing it through physical and logical systems security and establishment of security features within the system for control purpose, though network monitoring and management as well as data protection policy,
13. Ensure development of team members through performance feedback, recommending training where appropriate and coach and mentor individuals for growth.
14. Spearhead ENA's ICT Innovations. Should be knowledgeable of the changing IT space and actively review the IT infrastructure for efficiency especially with this pandemic time.
15. Reviewing ICT Risk management and Business continuity plans
16. Perform any other tasks that may be assigned by the Supervisor from time to time.

Relevant work experience required:

At least 5 years previous experience of which at least two should be at supervisory level in a busy IT setup. Previous experience and use of data analytics would be an advantage

SKILLS AND COMPETENCES

- BSc in Information Sciences IT, ICT, Information Systems or related field.
- MSc in Information Sciences will be an added advantage.
- Professional Certifications: - Microsoft Certified IT Professional (MCITP), SharePoint, SQ
- Development, Cloud Technologies. Knowledge of Microsoft Operating systems
- Knowledge of Microsoft Dynamics ERP
- Database management skills; MCSE or at a minimum Certification in a server product
- LAN & WAN, Networking knowledge
- Other IT professional qualifications will be an added advantage;

Critical Competencies

- **Problem Solving Skills:** Ability to handle and resolve unstructured problems, flex and adapt in new environments to create order and stability and provide effective solutions. Ability to view different perspectives of problems would be a great asset.
- **Personal and Professional Ethics:** Must operate and practice within the professional code of conduct, be honest, with self and colleagues.
- **Interpersonal Skills:** Must demonstrate experience with leading people, firm and fair with ability to manage people with diverse personalities. Must be able to handle people in a professional manner even under pressure and when required to put in more time and effort that would normally be required.
- **Communication Skills:** Excellent communication skills both written & verbal presentations. Experience presenting information to board or management level. Report Writing skills.
- **Goal Driven and Results Oriented:** Able to articulate the department goals, how these translate into individual goals and how they will be measured. Multicultural/multigenerational Skills: Must be able to operate and interact in a multicultural/multigenerational environment and uphold diversity. Must be respectful of different views and able to communicate effectively with diverse people.
- **Resilience and Tenacity:** Demonstrated experience of commitment to goals in good and bad times, and ability to contain and absorb stressful moments and issues.
- **Innovation:** Should be knowledgeable of the changing IT space and actively review the IT infrastructure for efficiency. Should be able to drive the use of technology at a business level and assist in strategic use of technology to deliver services within the organization.

How to Apply:

Interested candidates who meet the criteria above are encouraged to send their application letters and detailed CVs to info@enafrica.org by 18th July 2021 at 11:00 pm quoting the job title “**ICT Manager**” as the subject line. All applications should be accompanied by a CV with daytime telephone and contacts and contact details of three referees. **Only shortlisted candidates will be contacted.**

ENA is an Equal Opportunity Employer promoting gender, equity and diversity.