



ALTIMA AFRICA

Consulting | Training | Recruitment

JOB TITLE **ICT SERVICES MANAGER**

REFERENCE **ICTSM _2013**

ADVERT DETAILS

Recruiter: Altima Africa Ltd
Contract Permanent
Location: Nairobi
Category: Experienced

Updated on: 14-03-2013

Available:
Offer:

PROFILE INTRODUCTION

Our Client, a leading services provider in the Kenya Capital Markets seeks to recruit an **ICT Services Manager** responsible for ensuring the effective and efficient management and administration of information systems and infrastructure within the firm; developing and implementing new business application solutions that will provide support in achieving the business objectives.

MINIMUM REQUIREMENTS

- A Bachelor's Degree in Information Technology.
- Relevant professional certification in ICT, i.e. CCNA, MCSE.
- Excellent Knowledge of ICT security and viral protection systems, knowledge of web design and network administration
- At least 7 years experience in a similar role of which at least 2-3 years should have been in a supervisory capacity

JOB SPECIFICATION- ICT SERVICES MANAGER

1. General Management

- Provide support in the design and implementation of the department's strategies, policies, goals, objectives, and procedures
- Coordinate section activities

2. Manage ICT Systems

- Provide technical direction for the development, design and integration of systems, networks and infrastructure components from inception through to implementation;
- Ensure effective administration of the firm's information systems to provide maximum uptime and ensure the systems are able to support the firm's business and critical processes.
- Work with the team to identify changes in the business – whether planned, organic or unforeseen – to assess the implications for operations services and to plan changes in the IS infrastructure and systems.
- Define project scope around proposed solutions, working with the business and development teams (internal and external) to ensure all elements of scope are captured and all dependencies identified
- Develop cost estimates and cases for solution investment appraisal and approval
- Ensure proposed solutions fit the current architecture
- Ensure primary support and maintenance of all business applications. This will cover all problems, user requests and changes relating to the operation of the application.
- Communicate user requirements to vendor and monitor vendor delivery and ensure that technical specifications are strictly adhered to;
- Seek approval for the identified and agreed business solution, develop and test solution, ensure effective implementation and roll out in production and document changes.
- Establish, maintain and optimize processes, procedures and standards for the effective operation of the applications. This includes creation and maintenance of appropriate documentation to ensure consistency, accuracy and efficiency of key processes.
- Supervise the administration of the firm's network, including the LAN, WAN. Monitor these networks to ensure maximum uptime for smooth operations at the firm. Ensure redundancies, excess and spare capacity and back-up plans are well maintained and managed in accordance with the firm's Disaster Recovery Plan and Business Continuity Plan;
- Supervise the administration of the firm's infrastructure. Ensure all information technology and communications systems are up-to-date and working effectively.
Ensure delivery of desktop capabilities, availability and performance in line with the SLAs agreed with the teams representing the business units

3. ICT Support

- Provide timely and effective technical support to end users.

4. ICT Procurement

- Monitor and track performance of the services provided by the unit and third party providers and address any under-performance that may result in failure to achieve the SLAs with the delivery teams. This includes the creation and monitoring of resolution action plans.
- Maintain contact on a regular basis with vendors that have or are developing solutions that are relevant to the unit's business area
- Work closely with project delivery teams and external providers as projects are launched, and take a QA role through project delivery to ensure the goals and objectives of the original solution concept are met

5. ICT Projects

- Provide support in developing, tracking, revising ICT related projects

6. Risk Management and Business continuity

- Participate in design and implementation of the firm's Business Continuity Plan (BCP) and Disaster Recovery Plans (DRP) and provide support in the technical sourcing, construction and implementation of the plans;
- Ensure compliance to all internal ICT and business policies and procedures, and with external laws and regulations.
- Contribute in organizational creativity and innovation
- Any other duties as may be assigned by management

7. Staff Management

- Lead, supervise and appraise staff in the unit
- Ensure end-users are well educated on use of systems and well supported by the IT personnel

COMPETENCIES

- Knowledge of all key application systems and infrastructure in use within the firm
- Knowledge of the business and the criticality of the processes supported by the ICT systems to facilitate the assignment of priorities for problems.
- Good project planning and management skills.
- Experience with software licensing, hardware procurement and outsourcing agreements
- Exemplary interpersonal and communication skills; and a strong customer focus
- Excellent planning, organisational and analytical skills
- Demonstrated ability to build and manage teams

HOW TO APPLY

- If you are qualified and up to the challenge visit www.altimafrica.com/careers.php and apply online by **5pm, 18th March 2013**.
- Please note that only qualified candidates will be contacted.