

MANAGER- INFORMATION TECHNOLOGY

JOB SUMMARY:

The Manager - Information and Communications Technology is responsible for overseeing and coordinating the technological infrastructure and systems within the organization.

Work involves managing a team of IT professionals and ensuring that all ICT operations align with the organization's strategic goals and objectives and enhancing the efficiency, security, and effectiveness of the organization's technology resources.

KEY RESPONSIBILITIES:

- Participates in strategic development, implementation planning and policy formulation.
- Develops and implements ICT strategies that align with the organization's goals and objectives. Identifies emerging technologies and trends to ensure the organization remains at the forefront of technological advancements.
- Develops and manages the ICT department's budget, ensuring cost-effective allocation of resources.
- Collaborates with the executive management team to define technology roadmaps and budget requirements.
- Leads the IT team, assigns tasks, provides guidance, conducts performance evaluations, and fosters a positive work environment that encourages professional growth and development.
- Oversees the design, implementation, and maintenance of the organization's technology infrastructure, including hardware, software, networks, servers, and telecommunications systems.
- Manages and oversees the design, development and maintenance of the organization's databases; ensuring that the appropriate controls are in place.
- Ensures the availability, reliability, and security of ICT systems, minimizing downtime and resolving technical issues promptly.
- Develops and enforces robust security measures and protocols to safeguard the organization's information assets, including data, networks, and systems.

- Stays abreast of cybersecurity threats and implements preventive measures to protect against potential risks.
- Ensures compliance with relevant data protection regulations and industry standards.
- Collaborates with stakeholders to analyze business requirements and identify opportunities for system enhancements and process automation.
- Manages the development, customization, and integration of software applications and platforms.
- Oversees testing, quality assurance, and deployment processes to ensure the successful implementation of ICT projects.
- Evaluates and selects technology vendors, negotiates contracts, and manages vendor relationships.
- Monitors service level agreements (SLAs) to ensure compliance and optimal performance.
- Conducts regular assessments of vendor performance, recommends improvements, and resolves any contractual or operational issues.
- Monitors expenses, negotiates contracts, and seeks opportunities to optimize technology investments.
- Provides accurate and timely reports on ICT activities, expenditures, and performance metrics.
- Collaborates with end-users to understand their technology needs and provides timely support and training.
- Establishes service level agreements for support requests, manages a help desk and ensures prompt resolution of user issues.
- Fosters a culture of user empowerment and self-help by promoting training programmes and knowledge-sharing initiatives.
- Ensures compliance with relevant laws, regulations, and industry standards related to ICT.
- Implements and maintains policies, procedures, and controls for data privacy, information security, and disaster recovery.
- Conducts periodic audits to assess adherence to ICT policies and procedures.
- Teaching technologies – digital lab, analytics reports from learning management platforms.

- Any other job-related duties assigned by his/her immediate Supervisor/Manager or duly authorized officer

KEY TECHNICAL COMPETENCIES:

- Proficiency in managing and maintaining IT infrastructure components, including servers, networks, hardware, and software systems.
- Knowledge of virtualization technologies, cloud computing, storage systems, and disaster recovery planning.
- Understanding of network architecture, protocols, and security.
- Ability to configure and troubleshoot network devices, such as routers, switches, firewalls, and VPNs.
- Knowledge of network monitoring and management tools.
- Strong knowledge of cybersecurity principles, best practices, and industry standards.
- Familiarity with threat intelligence, vulnerability assessments, penetration testing, and incident response.
- Ability to implement and manage security controls, including firewalls, intrusion detection/prevention systems, and encryption technologies.
- System Development and Integration methodologies, programming languages, and application development frameworks.
- Proficiency in database management and SQL.
- Competency in project management methodologies
- Ability to plan, execute, and monitor IT projects, manage project teams, allocate resources, and mitigate risks.
- Familiarity with IT service management (ITSM) frameworks
- Knowledge of service desk operations, incident management, change management, problem management, and asset management.
- Understanding of data management principles, including data governance, data quality, and data lifecycle management.
- Knowledge of data analytics tools, techniques, and platforms
- Awareness of emerging technologies
- Vendor and Contract Management
- Familiarity with licensing agreements and software asset management.
- Understanding of relevant data protection and privacy regulations.
- Ability to implement and maintain compliance controls and procedures.

QUALIFICATIONS & EXPERIENCE:

- Bachelor of Sciences Degree in Computer Science or Information and Communication Technology.
- At least seven (7) years' practical working experience in a service oriented ICT operations
- Project management skills and/or qualifications and Masters' or Postgraduate qualifications in IT would be definite assets.

- Other relevant certifications to demonstrate regular updates in the field would be a definite plus