Job Description

Job title	IT Officer
Reports to	Finance Manager
Department	Finance
Location	Head Office

Job purpose

The IT Officer role is geared towards executing Organization IT strategy through relevant policy formulation, systems integration and audits as well as constantly engaging with the management and staff on regular basis to advise on changing trends in the field of information technology.

- Formulating and leading in the implementation of the IT strategy in line with Organization policies, processes & procedures to deliver business objective.
- To manage the IT contracted Vendors to ensure IT services are working as per Service Level Agreement.
- To identify and avail resources necessary to ensure efficient and effective IT business operations in the Organization.
- Advise on the best practice, emerging and future trends in the management of the IT functions for the organization.
- To provide the necessary IT guidance and support.

Duties and responsibilities

- Managing the IT infrastructure, Standards and Policies of the Organization.
- Managing the IT contracted Vendors and Services for the organization.
- Ensuring systems availability to meet business IT requirements and agreed service level agreements.
- Reviewing and evaluating requirements and systems specifications before implementation to ensure adherence to established standards.
- Working with business to define business and IT performance metrics, and measures, tracks and reports on benefits realization.
- Managing all IT systems and ensure that IT policies are consistently applied and plans for the organization business recovery plans (BRP).
- Ensuring that an inventory of all computing equipment's, software and documentation are properly maintained.
- Coordinating IT problems resolution requiring vendor intervention to ensure compliance to service level agreements (SLA) and contracts.
- Conducting growth analysis and Capacity Planning to ensure optimal utilization of Organization IT resources.
- Advising Management on emerging and future trends in technology in IT field to improve organization efficiency.
- Reviewing IT risk management and Business Continuity Plans.
- Perform other duties as may be assigned from time to time by Management.

Qualifications

- Be holder of a first degree in information and communication technology field plus relevant IT certifications.
- Have at least 3 years in IT support role in a busy environment.
- Have at least 3 years working and hands-on experience in Oracle, networking in a busy environment.
- Have good Communication skills.
- Must be able to work with minimum supervision.
- Must be service-focused, self-motivated and innovative.
- Must be a person of unquestionable integrity.
- Must be an excellent team player.
- Must have ability to work under pressure.

Working conditions

The job requires to support in the IT functions of the head office and depots.

Physical requirements

The role requires provision of working equipment and working space.

Additional requirements

Direct reports

- Contracted IT Vendors

Employee Name .... Sign:... Date......................................

Supervisor Name: .... Sign:... Date:................................