

IT Manager – Plantations at Unilever

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

(adsbygoogle = window.adsbygoogle || []).push({}); On any day, 2 billion people use Unilever products to look good, feel good and get more out of life – giving us a unique opportunity to build a brighter future. Great products from our range of more than brands give us a unique place in the lives of people all over the world. When consumers reach for nutritionally balanced foods or indulgent ice creams, affordable soaps that combat disease, luxurious shampoos or everyday household care products, there's a good chance the brand they pick is one of ours. Seven out of every ten households around the world contain at least one Unilever product, and our range of world-leading, household-name brands includes Lipton, Knorr, Dove, Axe, Hellmann's and Omo. Trusted local brands designed to meet the specific needs of consumers in their home market include Blue Band, Pureit and Suave. Whatever the brand, wherever it is bought, we're working to ensure that it plays a part in helping fulfil our purpose as a business – making sustainable living commonplace.

PURPOSE OF THE ROLE

The main purpose of the Geography-based IT Manager role is to support the IT Director as a representative for the whole of IT, including the IT Service lines, IT Service Delivery & Global Innovation, with the cluster business teams.

Main Accountabilities

Proactively develop a strong relationship with the customers – The business teams in the cluster, and the suppliers, Global IT Innovation, ES IT Service Line Owners and IT Service Delivery.

Responsible to ensure that the requirements of the business are understood, the strategy and plans for IT are clearly communicated and the overall IT plan and priorities within areas of responsibility are clearly articulated and agreed.

Manage projects to support local business growth programs as aligned with overall IT and business plan – working with appropriate Service Lines to ensure achievement of these programs.

Support the Service Delivery team as the point of coordination of Urgent Incidents within his/her scope of responsibility for Integrated Services including problem management activities

Provide full application management service for Legacy and Heritage (L&H) applications as determined by scope of area of responsibility.

Support the activation of the global innovation programs to support plans in the cluster based on area of responsibility

Ensure the review and proactive identification of improvements of all existing IT Services within area of responsibility.

Ensure alignment to IT Compliance and governance framework, and provide appropriate input to and management of IT Costs

Support to deliver on the Digital Supply Chain Agenda and digital Business processes aligned to Tea Plantation Strategy Plan.

Business Partnering

Engage with business teams within his/her area of responsibility to communicate and scope the IT plan aligned with overall IT plan

Innovation Activation

Undertake activation activities for Global IT Innovation & Service Line activation programs as required by IT Director .

Undertake the relevant project execution and management activities to support Local Growth Programs working with Service Lines in the delivery of these projects

Legacy & Heritage Services

Undertake the necessary activities to provide L2/3 support for L&H applications within area of responsibility.

Work with Global Innovation to provide necessary integration activities with L&H applications to support Global innovation programs

Undertake the necessary project management and application development activities for L&H Innovation projects within scope responsibilities

Effectively work with and manage vendors in delivery of application management of L&H Applications

Assist with communication and resolution of Incidents for L&H applications

Input to review of L&H services within area of responsibility and help develop action plans for these.

Undertake necessary activities to ensure achievement of L&H service improvement plans within area of responsibility.

Ensure high level understanding off overall system architecture well understood and documented.

Ensure IT analyst help file /playbook exist for all L&H within scope of responsibility.

Existing Global IT Services

Support the IT Director to ensure effective delivery of day to day IT operations, ensuring that IT services delivered are as per business requirements

Align with ekaterra standard operating procedures in delivery of IT Services

Input to review of Global services within area of responsibility and help develop action plans for these and track achievement of action plans within area of responsibility

Contribute to implementing key actions to address service improvement areas

Inputs to and helps define Geography demand for Services and communicates these to Service Lines

Work with Global (HP,BT etc) & Local vendors in delivery of Global services where

appropriate

Manage the delivery of out-of-scope activities and maintenance of out-of-scope infrastructure as appropriate within scope of responsibilities

Assist with communication and coordination of status of Urgent Incidents within the Geography and understanding impact to support resolution of these incidents

Escalate unresolved incidents on the basis of criticality to the IT Director .

In the case of relevant incidents impacting core business processes , work together with the functions in order to activate BCP to minimize disruption

Participate in problem management activities within area of responsibility as required to support Service Line/Operations teams in resolving problems

Work with business teams to ensure that the benefits of the existing services and new/updated services within area of responsibility are achieved

IT Costs, Procurement & Controls

Assist with processing of actual costs as required within area of responsibility and tracks and ensures payment to local vendors

Assist with input of cost drivers to budget process including assisting in IT hardware and software requirement planning and budgeting

Supports hardware and software asset management activities as appropriate within area of responsibility within scope of responsibility

Compliance & Disaster Recovery Plan

Adhere to governance & compliance framework

Support Execution of Disaster Recovery Plan (DRP) plans as appropriate within area of responsibility

Project Management Office

Work with IT Director to ensure input of key PMO (Project Management Office) activities for projects such as project status and clarity processes occur on time

Other Key Responsibilities

Work with 3P in Geography as appropriate

Deliver activities to best leverage IT within area of responsibility

QUALIFICATIONS & EXPERIENCE REQUIRED

Be a University Graduate in IT, Computer Science or an equivalent professional qualification

Proven working experience as an IT manager or relevant experience

At least 8 years' experience in Business Security Management biased towards Business partnering .

Proven track record in delivering business application projects to the business and partnering a large equivalent large country/multi-country organization with key interfaces to management and senior management in the organization.

Experience in managing direct reports

Project management experience

Experience managing significant infrastructure projects

Excellent interpersonal and communication skills – both verbal and written

Able to multi-task; work to tight deadlines and able to cope under pressure

Attention to detail and high level of accuracy

Strong problem-solving ability/logical thinker and highly numerate

Ability to see the bigger picture

Excellent knowledge of technical management, information analysis and of computer hardware/software system

Expertise in data center management and data governance

Hands-on experience with computer networks, network administration and network installation

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