

IT Vendor Liaison Support Officer at Britam

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Company: JobWebKenya

Location: Kenya

Category: business-and-financial-operations

Job Description

(adsbygoogle = window.adsbygoogle || []).push({}); Britam is a leading diversified financial services group, listed on the Nairobi Securities Exchange. The group has interests across the Eastern and Southern Africa region, with operations in Kenya, Uganda, Tanzania, Rwanda, South Sudan, Mozambique and Malawi. The group offers a wide range of financial products and services in Insurance, Asset management, Banking and Property. Our Mission is to provide outstanding financial services to our customers. Our Vision is to be the most trusted financial service partner. We aim to provide our clients, with an unmatched offering, ensuring first class solutions that help secure the future.

Job Purpose:

The IT Vendor Liaison Support officer is responsible for the end-to-end supplier management process, offering systems support as a level 2 officer, and partnering with different stakeholders in the end-to-end procurement process within the department. In addition, this position will also work in addressing end computing tasks as part of day-to-day operations.

Key Responsibilities:

Responsible for vendor management for IT through the conduct of timely evaluation to include the planning and conducting of a vendor risk analysis; and qualification and re-qualification activities, including review of vendor evaluation questionnaires, scheduling of remote and on-site audits, and review of qualification audit outcomes.

Maintains the Vendor Management catalogue.

Manage Defender for cloud and endpoints.

Assist ICT security in monitoring and tracking vulnerabilities and remediations.

Works directly with proposed and existing vendors to obtain initial qualifications and ensure adherence to requirements.

Manage performance review of existing vendors based on existing SLA matrix.

Works with vendors and applicable cross-functional teams on the resolution of Action Items specified in audits, or regulatory inspections.

Act as level 2 support and leave reliever for office automation and executive support.

Identifies and works with procurement and applicable cross-functional teams on vendor-related non-compliances, participating in Root Cause Analysis for the development of corrective and preventative actions.

Collaborates and serves as a Vendor Management Point of Contact for departmental and cross-functional teams to provide support to projects and initiatives.

Participates in ongoing audit and inspection readiness activities related to vendor management.

Review of all IT vendor contracts.

Knowledge, experience and qualifications required:

Bachelor's Degree in in ICT or a related field.

3-4 years' experience and Training in IT service management.

Excellent verbal and written communication skills and a high level of attention to detail.

Strong professional and interpersonal skills.

Knowledge of the IT vendor management best practices, and general procurement guidelines.

Ability to work independently.

Knowledge of Microsoft security products.

In-depth understanding of systems supports.

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