

IT Vendor Management/Liaison Specialist at Britam

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Company: JobWebKenya

Location: Kenya

Category: business-and-financial-operations

Job Description

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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 Management/Liaison Specialist is responsible for the end-to-end supplier management process, from initial analysis through qualification/requalification and partnering with end users on continual oversight.

In addition, this position will also work with Sourcing i.e. Procurement and Functional areas who manage the vendor relationships for IT.

Key responsibilities:

Responsible for vendor management for IT through 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 Tracker and associated vendor files.

Create and execute reporting and metrics to quality leadership on the vendor services.

Maintenance and review of vendor contracts and SLAs for IT.

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

Strategically partner with functional areas on ongoing oversight of vendors

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

Follow up with relevant shareholders on IT vendor payments, contracts renewal and renegotiations.

Identifies and works with procurement and applicable cross functional teams on vendor related non-compliances, participating in Root Cause Analysis for 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.

Delegated Authority: As per the approved Delegated Authority Matrix.

Knowledge, experience and qualifications required:

BA/BS degree or equivalent with 3-4 years of vendor management experience preferably in financial services.

Training in IT service management and experience.

Excellent verbal and written communication skills and 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.

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