

Regional IT Manager at Britam

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Company: JobWebKenya

Location: Kenya

Category: other-general

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:

Directs the planning and implementation of enterprise IT systems in support of business operations in order to improve service quality, business development and leading, organizing, planning and controlling- budget issues.

Responsible for all aspects of the organization's information technology and systems including maintaining existing enterprise systems, while providing direction in all technology-related issues in support of information operations and core company values and monitor business growth to ensure that the approved strategic goals are achieved.

Key responsibilities:

The job holder is responsible for the supervision of the following units:

- a. ICT Information Security.
- b. ICT Systems Architecture and Infrastructure.
- c. ICT Service Delivery.
- d. ICT Business Application.
- e. ICT Projects.

Develops the Group ICT Strategy and associated budgeting and planning to deliver an ICT strategy and annual plans.

Develops ICT policies and processes to enable the strategy and in a cost effective and efficient manner.

Ensures a centralized IT function is operational for the organization.

Ensures that robust business processes are supported by modern ICT infrastructure.

Maintains reliable core systems, including maintenance of data access authority, integrity and security.

Oversees all ICT projects and ensures ICT governance is in place in line with best practice standards including:

- a. Identifying and recommending to the organization new Information and Communication Technologies that will make optimal impact upon the output quality of other departments.
- b. Determining feasibility of integration ability of proposed automation solutions from departments or department of strategy.
- c. Building a business case for ICT projects and transformation approval from top management/the board.

Project management of ICT projects sponsored by Management Committee or other departments.

Ensuring effective SLAs are in place with internal departments and external vendors as required.

Provide effective leadership and oversees the day-to-day management of the department.

Ensure effective ICT service delivery function that encompasses end user training, customer training, support and consultancy that assists managers and staff with ICT matters, including

service desk.

Ensure Enterprise architecture is in place and ensure it is working well.

Ensure security and reliability of the ICT investments remain secure at all times through the establishment of best practice in ICT security.

Ensure effective disaster recovery and ICT business continuity management in place.

Plan and implement Group ICT policies and best practices in ICT management.

Champion and monitor the departmental risk management framework and policies in liaison with the Enterprise Risk Management Department.

Develop, train, coach, motivate and evaluate functional staff to achieve highest levels of performance.

Requirements

Knowledge, experience and qualifications required:

Master's Degree in ICT, Computer Science, Information Systems or a related field.

Bachelors in ICT, Computer Science, Information Systems or a related field.

10-12 years working experience in ICT six years of which must have been at a management level.

Relevant IT certification.

Knowledge in: On-going trends in ICT in the financial services sectors, ITIL Master as a certification. Good understanding of business support services and their related technologies i.e. to support logistics, administrative, finance and HR activities. ICT based risk management activities. ICT security systems and controls. IT Governance. Financial Management. Enterprise Performance Management.

Experience in developing and implementing ICT strategies.

Experience in managing administering systems and infrastructure and in managing all business support software and hardware mechanisms (IT and communications).

Leadership category responsibility framework (Core Competencies):

Change Leaders in Britam need to:

Strategically lead a function to service customers from a sustainable and growing customer base whilst increasing profit.

Continuously configure and adapt the functional area to most effectively suite the future view of the business.

Introduce new concepts so that they are adopted appropriately at the right time (manage the rate of change).

Be in touch with the changing industry, customer needs and international best practice.

Improve the efficiency of the function by appropriately challenging managers about operational and tactical issues.

Ensure the function has the most appropriate people capability through effective inspirational leadership, people development, and optimized succession planning.

Ensure clarity of expectations for individuals in the function and other stakeholders across the group.

Facilitate functional integration.

Ensure the development and establishment of appropriate behavior and values (culture) within the function that aligns with the strategic direction and values of the business.

Co-ordinate between functions and divisions to ensure optimization of the value chain and resources.

Ensure alignment of strategy, objectives and deliverables within the function.

Develop innovative partnerships and distribution channels to increase Britam's market penetration.

Ensure a seamless experience for clients.

Appropriately allocate funds and capital to maximize shareholder value.

Adequately manage operational risk.

Increase operational efficiency.

Provide access to accurate and consistent information and services across all channels.

Improve quality and speed of decision making across the business.

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