



Vacancy: ICT Manager

The Kenya Association of Manufacturers – the representative organization for manufacturing value-add Industries in Kenya is seeking to competitively fill the following position: -

Designation: ICT Manager

Location: Nairobi

Department /Section: ICT Services

Contract Type: Permanent Contract

Job Purpose: Manage the organization’s IT section including maintenance of computer systems, electronic data, development, and implementation of customized systems and overseeing all computer-related activities that are necessary to effectively deliver the Association’s goals.

Responsibilities and Duties

- Ensuring reliable performance of the KAM ERP system including troubleshooting and resolving any ERP related hardware, software, user access or other problems.
- Monitoring system performance and security to maintain system security and reliability.
- Overseeing and determining timeframes for major IT projects including system updates, preventive maintenance, upgrades, migrations, and outages
- Managing and reporting on allocation of IT budget
- Running and sharing regular operation system reports with the management
- Running regular checks on network and data security
- Identifying and acting on opportunities to improve and update software and systems
- Manage the server clusters, IP-PABX, application servers and cloud server (AWS).
- Provide IT related support and guidance to staff members and management
- Supervising installation, configuration, upgrading and proper maintenance of the organization's IT devices, Software, Applications, and infrastructure. This includes but not limited to PCs LAN, WAN, Servers, Printers, Firewalls, Audio/Visual Equipment,
- Deployment and running of the organizations Solutions in the Cloud
- Setting and administering of IT Services and maintenance of Service Levels of within targets as per ITIL standards
- Improving the organisation’s resilience by overseeing IT Business Continuity and Disaster Recover Plans
- Ownership and Management of IT Contracts/Service Level Agreements and Vendors
- Implement IT Assets Management Processes
- Support IT Procurement activities
- Participate and assist in the organization of ICT related training for users
- Conducting security audits, security vulnerability checks against organization systems, carrying out remediation tasks and making policy recommendations
- Portfolio and Project Management of Enterprise-Wide IT Initiatives
- Support of Digital Marketing and Media, E Commerce Projects
- Keep abreast of technological developments, current initiatives and changes in ICT and appraise the management accordingly.
- Leadership of IT section including mentorship and career development of IT Staff

Qualifications and Experience

- Bachelor’s degree in Computer Science, Management Information Systems, Information Technology, or related discipline
- Minimum of Eight (8) years of practical work experience (3 years of these in management role) Good knowledge of Data Analytics, Project management, Cloud computing, Networking and wireless and Basic Coding.
- Working knowledge of Active Directory, Exchange, Firewalls, Cloud Services (AWS) and Microsoft Office365
- At least two Certifications in any of the following areas
 - a. IT Service Management (ITIL)
 - b. Project Management (PMP/Prince2) or Agile (Scrum)
 - c. Security/IT Governance Certification (COBIT/CISA)
- Experience with supporting ERP (Microsoft Dynamics) will be a requirement
- Highly organised and detail oriented; able to prioritise and produce work of a consistently high standard.
- Good interpersonal skills, able to interact and work with across functional teams
- Creative, open to new ideas and ability to multi-task effectively
- Clear and logical mind with a practical approach to problem solving and a drive to see things through to completion.

How to Apply:

Interested and qualifying candidates should complete the online application form and submit their **CV only** to hr@kam.co.ke indicating the words “**ICT Manager**” on the email subject line to reach us **not later than September 15, 2022. Please click on Link [here](#) to apply. Only shortlisted candidates shall be contacted.**