

JOB DESCRIPTION

Job Title:	Manager: Information & Communication Technology (ICT)	Department:	Operations
Employee Name:		Division:	Information & Communication Technology
Job Category:	Managerial	Job Grade:	
Travel Required:	Yes	Position Type:	Permanent
Location:	Windhoek	Subordinates:	Yes
Immediate Supervisor	Chief Operations Officer		
Job Purpose:			
<p>The Manager: ICT is responsible for the overall planning, organising, and execution of all ICT functions and to ensure that the ICT operations are aligned to the Board's strategy and goals. This position supports and maintains the existing ICT infrastructure, digital solutions, and drives the development of new digital solutions. The ICT Manager will work closely with other departments to identify and implement technology solutions that enhance NIPDB's business operations and drive efficiency. Key responsibilities include managing ICT staff, developing and implementing ICT policies and procedures, ensuring data security and compliance, and staying up to date with the latest technology trends.</p>			

Duties and Responsibilities:	Measures:
<ul style="list-style-type: none"> Develop and implement the ICT strategy for the Board. Ensure that the ICT strategy and all ICT related services are aligned to the Board's strategy and business requirements. Develop and implement all ICT policies and procedures, including those for ICT infrastructure, digital solutions, security and disaster recovery. Provide guidance to the Board on all ICT related matters. Plan, organise and control the operations of information systems and electronic data processing. Ensure data backup and recovery processes are implemented and tested. Engage with stakeholders in the Namibian public sector to support the Government's digitalisation efforts. Ensure that the required audits and assessment related to ICT are carried out. Establish ICT and systems control mechanisms to ensure that ICT risks are identified and mitigated. Engage with internal & external stakeholders to define the requirements for new digital solutions. 	<ul style="list-style-type: none"> % Adherence to the relevant company policies and procedures ICT strategy aligned with organizational strategic objectives ICT solutions create value for the organization Compliance with relevant governance, legal and regulatory requirements % Budget variance Value / efficiency of ICT solutions % System / network / asset reliability % Project Achievement (on time, on budget and on spec) % Success rate of completed projects Security audits reports outcomes Limited or no risk exposure

<ul style="list-style-type: none"> • Evaluate and recommend infrastructure and digital solutions for purchase and/or licensing. • Manage all ICT related projects and ensure that risks, costs, resources and time are well managed. • Oversee the custom development of systems and digital solutions. • Integrate solutions and conduct integration testing for internal and external interfaces. • Develop, implement and monitor company-wide security solutions and tools. • Perform the installation, configuration, troubleshooting and maintenance of physical & cloud ICT infrastructure. • Ensure that all end user devices are configured and maintained to established policies and/or procedures. • Ensure all user accounts are created, maintained and terminated according to established policies and/or procedures. • Identify ICT training & development needs and recommend suitable learning interventions. • Advise employees of security breaches and or change of passwords or security status. • Manage all ICT vendor & service provider agreements & contracts as per the terms of engagement. • Monitor the uptime of ICT services & solutions and implement measures to improve uptime when required. • Prepare & submit the required reports to the Executive Committee and Board Finance and Audit Sub-Committee to enable optimal decision making. • Undertake other duties as may be reasonably required from time to time. 	<p>Firewall logfiles</p> <p>Turnaround Time</p> <p>End-user satisfaction</p> <p>Uptime of servers</p> <p>Compliance to SLA with vendors</p> <p>% Achievement on Performance Agreement Metrics and Targets</p> <p>Utilisation of Subordinates' time and skills and allocated facilities.</p> <p>Contribution to workplace / people climate.</p> <p>Subordinates' training plans achieved.</p>
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Job Requirements	
Qualifications and Education Requirements	Preferred Skills
<ul style="list-style-type: none"> • Hold a minimum of a relevant Honor's degree in Computer Science, Information Communication Technology, Software Engineering, or equivalent qualification • 7 – 8 years' experience in a similar IT Management role and at least 4 years should have been in a managerial role. 	<ul style="list-style-type: none"> • Knowledge of the regulations and principles applied in the ICT industry. Broad knowledge of information technology systems. • Strong knowledge and understanding of key business fundamentals.

<ul style="list-style-type: none"> • The incumbent should have specific experience and exposure to desktop, notebook, tablet, mobile, server computer hardware as well as local and wide area network design, implementation, and operation (LAN, WAN, WIFI, VPN). • Experience should also include exposure to custom developed systems, cloud based, shared and outsourced solutions. 	<ul style="list-style-type: none"> • Results driven and an ability to deliver results and meet expectations. • Strong project management and time management skills. • Excellent verbal and written communication skills. • Accuracy and attention to detail. • Ability to troubleshoot complex technical ICT problems. • Ability to communicate technical concepts to technical and non-technical audiences. • Plan and work in a systematic, and organised way. • Ethical conduct and high integrity. • A good understanding of data privacy and confidentiality standards. • Ability to manage multiple concurrent projects and complex assignments. • Ability to establish and maintain positive working relationships with key stakeholders.
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Internal/External Stakeholders:
 All internal staff members and stakeholders in line with the responsibilities of the role.

Note:

- *Your job description is a board indication to undertake other duties, No job can be regarded as a precise specification of duties but should rather be seen as a summary of main responsibilities.*
- *The statements in this job profile are intended to describe the general nature and level of work being performed by employees and are not construed as an exhaustive list of responsibilities, duties and skills. They do not establish a contract for employment and are subject to change at the discretion of the employer.*
- *From time to time, you may be required to undertake other duties, particularly when others are absent from work, for job rotation purposes or as the exigencies of a business dictate.*

Reviewed By (HR):		Date/Signature:	
Approved By (line manager):		Date/Signature:	
Incumbent signature:		Date/Signature:	