

## **SENIOR ICT OFFICER (SERVICE MANAGEMENT), JG 4 - 1 POST (KPC/ADVT/10/2017)**

The purpose is to manage IT Service centered on the customer's perspective of ICT's contribution to the business. Oversees Configuration, Service Desk, Incident, Problem, Change, Release and Service Level Management.

### **Key Responsibilities: -**

- Day to day management of all ICT support issues. Handle customer complaints, receives feedback and conducts regular customer satisfaction surveys
- Lead in organization change management to ensure smooth adoption of innovation without disruption including training, increased automation, systems change / problem notifications, technology advancement information dissemination, evangelism, technology champion and stakeholder engagement.
- Ensure that all service level agreements (SLAs) for ICT services across the organization are delivered according to specifications. Review all hardware / software procurement and maintenance contracts, soliciting involvement and participation of other team members as appropriate to ensure compliance.
- Initiate and implement ICT service improvement plans aimed at increasing the Company's operational effectiveness and efficiency.
- Maintain hardware/software inventory including software licenses, Hardware, procurement and allocation of ICT goods and services, and ensures licensing compliance.
- Facilitate communication between the IT department and its customers in order to define and maintain the SLAs required for each business unit.
- Manage relationships with vendors for purchases, service and support of all information systems and technology.
- Monitor the approved annual operating and capital budgets for hardware, software, maintenance and telecommunication services, and coordinates the departmental procurement plan.
- Develop and maintain the annual procurement plan or lease agreements for hardware, software, maintenance and telecommunication services
- Oversee the operation of the central user security administration unit, ICT service desk and data centers
- Coordinate the ICT business continuity program
- Serve as focal point for all inter-office IT-related matters company-wide.

### **Key Qualifications & Experiences**

- Bachelor of Science degree in IT, Computer Science, Information Systems, Business Management IT, Business IT or equivalent.
- Minimum six (6) years post qualification IT Service Management experience.
- Certification for IT service management – e.g. ITIL is mandatory
- Membership to a relevant professional body is an added advantage.

**Key competencies:**

- Proven knowledge of Service Management Standards – ITIL
- Advanced knowledge of computer support with a demonstrated ability to develop and apply
- Excellent oral and written communication and interpersonal skills with the ability to communicate complex technical issues to non-technical users.
- Proven track record of aligning IT requirements with the needs of the organization.
- Knowledge and understanding to develop an ICT Service Management model for the own organization.