JOB DESCRIPTION

Job Title   :   Manager: IT Operations

Reports To: :   GM: Technology

Department   :   Technology Department

Job Summary:
Under general direction, manages team members within the Technology department. This position is responsible for overseeing and managing GA systems and IT operational activities. The IT Operations Manager will oversee the strategic planning, procurement, implementation, security, protocols, and management of Information Technology solutions in use by GA and the IT operational activities associated with them.

Duties and Responsibilities:

Include but are not limited to the following:
- Oversee the daily operations of the IT Operations department to ensure the functionality, availability, and security of GA IT systems, data, backups, and communications; troubleshoot and remediate issues that arise.
- Partner with GA' Information Security team to implement and operationalize security Controls.
- Develop and manage annual IT budgets and procure IT equipment and professional services in accordance with GA's Procurement and Contracting Policy.
- Manage IT vendors, contracts and service level agreements and perform vendor risk assessments
- Identify and manage operational risks.
- Manage information technology projects.
- Coordinate internal and external resources, timetables, budgets, and the reporting to project stakeholders.
- Develop department policies, process and procedures documentation and provide internal training to department and impacted end users.
- Ensure compliance of department and organizational polices.
- Certify business continuity and disaster recovery efforts of GA IT Systems
- Participate in internal and external audits; oversee and coordinate responses to audit requests.
- Manage department team members, including performance and training assessments.
- Assist in the development of IT staffing plan and professional growth.
- Align IT infrastructure with current and future business requirements and strategic goals.
- Evaluate and assess strategic solutions that leverage new and emerging technologies that drive process automation and improve organization effectiveness and efficiencies.
- Manage IT department services and prepare management reports of department activities, tasks, and operational metrics.
- Maintain professional and technical knowledge through continued education, networking, and participation in professional industry groups.

Technical Experience

- Expensive experience in IT service management.
- Strong understanding of Helpdesk and Customer Relations Support systems.
- Microsoft 365 Platform, including Azure, Exchange, SharePoint, OneDrive and Office.
- Strong technical knowledge of network and server operating system.
- Experience with support of Windows Operating Systems, SQL Server and Active Directory.
- Proven experience in IT infrastructure planning, development, and operations.
- Enterprise Backup, Replication and Business Continuity and Disaster recover mitigation and response.
- Strong understanding of project management principles and practices.
- Data Security and Cyber Security basics.
- Process Automation, Machine Learning (ML) Artificial Intelligence basics.

Job Holder Specifications:

Education/Qualifications:

- Bachelor's degree from an accredited college or university with a major in Information Technology, Computer Science or a related field.
- ITIL v4 certification or any other relevant IT management related certification.
- Ten (10) years of relevant professional industry experience.
- Previous IT Management, or IT Business Operations experience.
- IT Infrastructure management added advantage.

The Ideal Candidate MUST have:

- Project and time management skills.
- Strong problem solving, analytics and research.
- Ability to handle changing priorities, deal with ambiguity and use good judgment in
- stressful situations.
- Ability to lead by example and demonstrate integrity, outstanding interpersonal and
- leadership skills.
- Excellent verbal and written communications skills.
- Quick learner with the willingness to work alongside team members to get the job done.

If you meet the above minimum requirements, send your c.v. to careers@gakenya.com indicate the position applied for on the email subject line to be received on or before 15th December 2023. Only shortlisted candidates will be contacted.