

Head of IT and Digital

Location: [Africa] [Kenya]

Town/City: Nairobi

Category: Information Technology

Job Type: Fixed term, Full-time

You will be required to produce a current (within 3 months) Original Police Clearance Certificate or waiting receipt during interview in case you are shortlisted

Job Title : Head of IT & Digital

Reporting to : Finance and Support Services Director

Grade Level : 17

Work Location : Nairobi

Purpose of Position

To provide strategic leadership on information & communication technologies (ICT) department and establish information management as a Critical Success Factor in all World Vision Kenya business processes. Build and manage relationships with internal stakeholders to understand and anticipate issues, influence technology adoption, monitor staff satisfaction levels, and address issues and concerns.

Lead the efforts of Digital Transformation in WVK and champion the adoption of innovative solutions that would enable WVK thrive within the operating context of an aspiring National Resource Development (NRD) field office.

Effectively lead and motivate other IT staff whilst providing advisory information to the F&SS Director and the National Office leadership that ensure compliance and effective IT risk management.

Major Responsibilities

IT Leadership & Digital Enablement 30%

- Support the leadership in developing the NO strategy and aligning IT plans to the NO strategy.
- Develop and champion Digital Transformation plans together with heads of other business units in WVK that translate into adoption of digital in accelerating delivery of WVK strategy.
- Establish a culture of digital dexterity across the organization and champion value realization for IT investments.
- Leads or participates in a customer advisory board to manage IT services demand & investments as part of IT governance.
- Initiates change to improve business results and leads change initiatives.
- Provides frequent, communication to department/organization and clients about the change (i.e., rationale, expected outcomes, the "big" picture) and the impact of the change (individual and business).
- Lead the adoption of relevant national, regulatory and partnership policies relating to IT, data privacy and protection.
- Develop, implement and enforce appropriate local IT policies and plans

IT Planning & Operations Management 20%

- Development of IT Annual Operating Plans (AOP).
- Develop and manage IT budgets in line with overall IT spending targets.
- Ensures adherence to established IT service model pricing that supports high quality services at optimal cost for the enterprise.

- Lead effective ICT service delivery within WVK and the Karen campus at acceptable costs and service levels
- Lead the IT team in IT capacity planning (IT infrastructure, connectivity) needed to deliver effective, reliable and secure IT services.
- Lead delivery of IT projects (global, regional and local) adhering to partnership standards and policies within stipulated time and budget.
- Champion business continuity management (BCM) in the organization

IT Service Management & SLAs 20%

- Ensure reliable and secure delivery of IT services in Karen and all WVK operational areas.
- Develop and monitor and evaluate IT business process and identifying Key performance indicators (KPI's) to be used to monitor the processes.
- Incident Management processes are implemented and managed according to SLA's.
- Leverage the WV IT Service Catalogue, align services offered and socialize with business
- Maintain an ICT help desk for the use of staff or official visitors who require technical support

Workforce Planning, Performance Management & Capacity building 15%

- Champion a high performance and engaged IT team
- Lead the adoption of the staff performance and capability framework with the support of P&C within the IT department.
- Develop a culture within the IT team consistent with organizational

- culture involving planning, execution, reporting and communicating IT impact to NO strategy.
- Forecasts new skill requirements based on emerging technologies and customer demand.
- Ensures staff have the resources and skills needed to support all work initiatives within multiple functions and COCs.
- Manage the introduction of structured end-user capacity building to ensure optimal and efficient use of all the ICT system/tools available to the organization

IT Risk management & Audit recommendations 10%

- Take active role preparing the Risk Register and working with Finance & Support Services Director to ensure it is updated regularly to reflect IT related risks.
- Proactively identify risks to the IT department and develop mitigation measures to ensure the risks are managed.
- Support audits done by internal, regional and global teams and ensure all identified audit recommendations are implemented.
- Establish a cybersecurity program for the National Office and ensure existing information security procedures are followed (InfoSec awareness training, reports of breach are resolved in a timely manner, constantly review internal systems for security gaps)

Vendor Management 5%

- Provides advice and counsel to the vendor relationship decision-making and contract development processes.
- Ensures contracts are in place.
- Ensures service provider performance is reviewed and that contract managers are notified when necessary.

- Works with service providers to establish SLAs that support business objectives

Knowledge, Skills and Abilities

- Master's degree in information technology or related fields (computer science; information science; software engineering), a Master's degree in Engineering with additional IT qualifications or equivalent work experience
- Over 8 years of relevant technical or business work experience, 3 of which should be at management level (managing an IT department)
- ITIL certification, Project Management (PMP or Prince2), Microsoft and Cisco certifications
- Accountability: ability to Influence and sponsor cross-organizational decisions on work prioritization, resource allocation and long-range standards of performance.
- Change Advocate: Lead the planning and implementation of change programs that impact critical functions/processes. Partners with other resource managers/change agents to identify opportunities for significant process enhancements.
- Client Partnership: confidence and experience in partnering with business leaders to identify cross-functional opportunities that integrate organizational and technological strategies.
- Communications for Results: experience in writing reports and create/deliver presentations to all levels of colleagues and peer groups in ways that support problem solving and planning.
- Decisiveness: ability to apply values, business strategy, policies, precedent, and experience to make complex decisions with uncertain consequences. Make benchmarked, researched recommendations with contingency plans in place for potential adverse consequences.
- Empowering Others: Determine the capabilities of a department or function and options for maximizing its resources. Creating an environment that supports ownership and accountability and providing tools to deliver on their responsibilities.
- Initiative: futurist in anticipating scenarios and related opportunities and plan potential responses

involving resource holders, peers, processes, and technology.

- Results Orientation: setting medium-term goals and objectives that enhance the performance of groups and processes.
- Strategic Business Planning: development of business cases for strategic initiatives including definition of rationale, cost-benefits and planning assumptions for proposals.

Other preferred skills

- Excellent organizational and leadership skills for a complex and federated international organization
- Experience in strategy formulation, implementation and tracking
- Excellent analytical and management skills.
- Experience in developing and managing information technology budgets
- Sound understanding of computer systems, software, networks in a hybrid computing environment (both on premise and cloud).
- Experience in managing teams and building relationships with people at all levels.
- Demonstrated ability to launch and deliver one or more IT project(s) on time and within budget.