World Vision

IT Manager

Location: [Africa] [Burundi]

Town/City: Bujumbura

Category: Information Technology

Job Type: Fixed term, Full-time

PURPOSE OF POSITION

To provide strategic leadership and management of Information and Communication Technology (ICT) department and establish information management as a Critical Business Enabler in all World Vision International Burundi's 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 World Vision International/Burundi and champion the adoption of innovative solutions that would enable World Vision International/Burundi thrive within the operating context.

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

1. **2.** MAJOR RESPONSIBILITES

% of time	Activity	End Results
20%	**IT leadership and Digital Enablement** • Support the leadership in	IT strategy Digital transformation plans

	developing the NO strategy and aligning IT plans to the NO strategy.	Business capability roadmaps
	• Develop and champion Digital Transformation plans together with heads of other business units in WVB that translate into adoption of digital in accelerating delivery of WVB strategy.	IT policy implementation framework (including data, privacy & protection) IT value realization plans Change management plans
	• Establish a culture of digital dexterity across the organization and champion value realization for IT investments.	
	• 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	
15%	**ICT Planning** • Development of IT Annual Operating Plans (AOP). • Develop and manage IT budgets in line with overall IT spending targets.	IT AoP, Budgets IT Capacity Plans Business continuity plans Project implementation roadmaps

- 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 WVB NO and field offices 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 including developing document, implement, test and review Business Continuity Plan and the disaster Recovery plans.	
15%	**ICT Operations** • Ensure appropriate ICT Infrastructure and Connectivity solutions for all WVB premises for secure, efficient and effective flow of information to facilitate operations and decision-making. This may include but not limited to Servers, Local Area Networks (LAN), Wide Area Network	Stable and reliable IT services (connectivity, telephony etc.). Secure and up to date infrastructure, application and productivity tools in place that supports effectively the ministry

(WAN), virtual private networks and Internet Connectivity for integrated data, voice and video applications.

- Provide, deploy and maintain Personal Productivity Tools such as desktop computers, laptops, business mobile devices, etc.; and software based productivity tools such as Office 365, Zoom among others.

- Develop, deploy and maintain appropriate Business Applications that support critical business processes to ensure accurate data gathering, storage, retrieval, processing and reporting to

facilitate operations and decision-making. This may include but not limited to acquisition and implementation of commercial business applications or custom built partnership applications such as Sponsorship, P&C Systems, Finance Applications, Horizon, Procurement systems and Asset Inventory etc.

- Ensure that the NO and the Clusters have an infrastructure (including power – power backup and/or solar energy) in place capable of supporting core applications and Network equipment & connectivity.

	• Assist in management and in implementation of CCTV camera and other security related systems. • Ensure there is accurate IT Asset Inventory.	
10%	**Workforce Planning, Performance management & Capacity Building** • 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,	*Timely performance agreements and performance appraisals for the IT* *Continuous partnering for performance conversations.* *Learning and development objectives are done for the IT team.* IT Capacity building plans for all WVB staff developed.

	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.	
	• 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.	
10%	**IT service Management, SLA & Customer Experience**	IT performance reports as per SLA Customer experience

- Ensure reliable and secure delivery of IT services in all WVB operational areas.

- Develop, monitor, and evaluate IT business process and identifying Key performance indicators (KPI's) to be used to monitor the processes.

- Ensure 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

reports to increase promotors

	support	
	• Ensure required processes are put into place to constantly improve the customer experience.	
10%	**Vendor Management**	
	• Provides advice and counsel to the vendor relationship decision-making and contract development processes.	Vendor contracts Vendor performance appraisal reports
	• 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.	

15%	**IT Risk Management and Audit recommendation** • Take active role preparing the Risk Register and /or Riskonnect and work with Enterprise Risk management Team 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	Updated quarterly ICT Risk Register Minimum acceptable ICT audit risk ratings and Timely implementation on internal and external audit recommendations Cybersecurity program. Security systems and infrastructure reports. (Zscaler, Meraki, ePo…) and timely implementation of the identified issues.

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).

- Develop, enforce implementation of the policy and plans for disaster management including but not limited to contingency plans and disaster recovery plans

- Advice the Crisis Management Team, the National Disaster management Team and the Enterprise Risk management Team on IT risks

	and impact to be considered during the preparedness, response, mitigation and recovery.	
5%	**Others** • Special assignments as appropriate to the role. • Attend, participate in, and lead devotional/chapel meetings as scheduled and convened. • While this job description is intended to be an accurate reflection of the duties involved in this position, World Vision Burundi reserves the right to add, remove or alter duties when business need dictates.	Vendor contracts Vendor performance appraisal reports

1. CORE COMPETENCIES FOR LEADERS/MANAGERS

Model Self-Management

I pay attention to my own well-being and resilience. I remain focused and resourceful through complexity, ambiguity and disruption, and I lead the way for others to do the same. I create an environment where staff members are safe, resilient, and have trusting, authentic relationships.

Engage, Influence, Lead and Grow Others

I practice wise stewardship of those whom I influence and lead. I seek to grow and multiply the impact of individuals, groups and networks. Through timely truth telling with love, I nurture a supportive environment where we can meet challenges and be at our best

Run an Effective and Agile Organization

I lead by example in focusing on and achieving the things that matter most. I create unity and trust by doing my part and holding others accountable, so that we can be relied upon to deliver results in an agile and responsive way.

Develop the Organization for the Future

I consistently look outward, and I learn and respond with creativity and innovation to transform the organization for the future. I create an environment where others are empowered to discover new and better ways of doing things.

4. KNOWLEDGE/QUALIFICATIONS FOR THE ROLE

Required Professional Experience	- Six years of relevant technical or business work experience 3 years should be at management level (managing an IT department)

Required Education, training, license, registration, and certification	• Bachelor degree in computer science, Information Technology or related field • Working knowledge of Office 365.
Preferred Knowledge and Qualifications	• 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, create/deliver presentations to all levels of colleagues, and peer groups in ways that support problem solving and planning. • Excellent organizational and leadership skills for a complex and federated international organization • Experience in strategy formulation, implementation and tracking

	• Excellent analytical and management skills.				
Travel and/or Work Environment Requirement	Limited, WVI Operational Locations	Physical Requirements	Bujumbura, Burundi	Language Requirements	English & French

5. How to apply

Should you wish to apply for this position, please go to http://careers.wvi.org/job-opportunities-in-burundi. If this is your first time applying online via the World Vision International careers website, you will need to register an account along with your application details. This site will provide you with additional functionality, such as saved searches and email alerts. Registration requires minimal information to create your account. Further details will be collected during the application process. All applicants must apply using our online application system, CVs received via email or standard post will NOT be considered.

In case you face challenges applying through the online system, please call HR department for support. The closing date for submission of applications (Updated and signed CV, motivation letter, certificates of service, and Certified Degrees) is **September 02, 2021**. No late applications will be accepted.

6. Important Note

- World Vision Burundi does neither use employment agencies nor does it charge money for recruitment, interviews or medical checks.

- As a child focused organization, World Vision is committed to the protection of children and does not employ staff whose background is not suitable for working with children.

- Although all applications will be considered on their individual merit, suitably qualified women are especially encouraged to apply.