

IT Manager Role Profile

Job Title:	IT Manager	Reports To:	Head of Shared Services
Department:	Shared Services	Location:	Nairobi
Role Purpose:	- Owns the delivery of the technology agenda translating business objectives into systems, data and service capability across the operating companies. - Partners with functional leadership and operating company management to define, prioritise and deliver technology investments that measurably improve commercial performance, operational efficiency and regulatory standing. - Accountable for the security, availability, integrity and regulatory compliance of information systems and data.		
Role Context	The IT Manager sets technology direction for the Businesses and converts business strategy into an executable technology roadmap. The role carries dual accountability. Operationally, it must sustain reliable, secure and cost-effective IT services for a distributed user base across manufacturing, laboratory, field sales and corporate sites. Strategically, it must anticipate business needs ahead of demand, advise management on emerging technology and digital trends, and ensure technology investment is directed at commercial outcomes rather than technical renewal alone.		

Key Responsibilities	% Of Time	Performance Measurement Criteria to Meet Objectives
IT Strategy and Governance Define and maintain the IT strategy and roadmap in alignment with the Corporate Strategy. Determine capital investment parameters, priorities and risk appetite for -wide IT initiatives to maximise return on investment. Advise the management team on emerging technologies and digital trends relevant to the 's goals and evolving needs, including the governance of artificial intelligence adoption. Maintain the IT policy framework and ensure it remains current against the regulatory environment.	15%	Strategic objectives delivered against Balanced Scorecard milestones. IT roadmap reviewed and re-baselined annually with management team endorsement. Policy framework reviewed at least annually.
Business Partnering and Digital Transformation Engage departmental and operating company leadership to understand functional strategy, identify the technology capability required to execute it, and agree the supporting functional IT strategy. Translate business requirements into functional and non-functional specifications for new or changed services. Lead the identification and delivery of process digitisation and automation opportunities across Finance, Supply Chain, Production, Sales, Quality and Laboratory functions.	15%	Documented business requirements accepted by the sponsoring function prior to build. Delivered initiatives carry quantified benefit against a stated baseline. Business stakeholder satisfaction assessed periodically.

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Act as the internal authority linking technology investment to commercial outcome, ensuring each initiative carries a defined baseline, target benefit and named business owner.		
Project and Portfolio Delivery Manage the technology project portfolio, sequencing initiatives against business priority, resource availability and budget. Deliver multi-disciplinary projects within agreed time, scope and budget constraints, applying consistent project governance from charter through to benefits realisation. Provide technology leadership and governance to business-led projects with a systems or data component.	25%	Projects delivered on time and in full against approved scope and budget. Project charters complete with baseline, target, business owner and review points. Post-implementation benefit review completed for each material initiative.
Information Security, Data Protection and Business Continuity Identify, classify, remediate and mitigate vulnerabilities across information systems. Maintain and test the disaster recovery plan in accordance with the business continuity policy, validating results and documenting residual risk. Ensure information systems and data handling practices comply with the Kenya Data Protection Act 2019, and maintain readiness for regulatory engagement with the Office of the Data Protection Commissioner. Ensure system controls, access management, audit trails and electronic records meet the requirements. Deliver cyber security awareness training across the . Manage security incidents through detection, containment, recovery and lessons learned.	15%	Disaster recovery tested at defined intervals with risks documented and mitigated. Critical and high vulnerabilities remediated within defined timeframes. No sustained regulatory or audit finding attributable to IT controls. Security awareness training completed to agreed coverage. Security incidents contained and closed with documented root cause.
IT Service Operations Ensure reliable, secure and cost-effective operation of infrastructure, applications, networks and end user services. Approve and validate IT requests for software, hardware and service change, categorised by budget classification and delivery timeframe. Maintain the systems and asset register and manage the technology lifecycle. Report IT service performance to the management team monthly.	10%	Availability of business-critical systems against agreed service targets. Support requests resolved within agreed response and resolution times. Monthly IT service operations report submitted to the management team.
Data, Analytics and Reporting Develop and maintain the data and analytics capability, including reporting platforms, data quality standards and management information delivery.	10%	Agreed management reporting delivered to schedule. Data quality issues identified and resolved at source. Analytics adoption across target user s.

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Ensure business decision-makers have timely, accurate and accessible performance data.		
Vendor, Contract and Financial Management Develop, organise and implement IT service management agreements, operational level agreements and underpinning contracts appropriate to agreed service level targets. Manage vendor performance, escalation and commercial relationships, with preference given to suppliers demonstrating viability and support presence in the East African market. Develop and manage the ICT operating and capital budget.	10%	Vendor adherence to agreed SLAs, monitored and escalated. Budget delivered within approved variance. Contracts current and reviewed at renewal.

Minimum Knowledge, Skills, Qualifications and Experience required for this Role.

- Degree in Information Technology, Computer Science or a related discipline.
- Masters will be an added advantage.
- Experience required: 7 + years' experience of leading IT operations in a large or multi-site environment, including 5 + years project management.
- Demonstrated experience of ERP or business systems implementation.
- Working knowledge of the Kenya Data Protection Act 2019 and of operating IT within a regulated manufacturing or laboratory environment.
- Professional certification in one or more of: information security (CISSP, CISM or CISA), service management (ITIL v4), project management (PMP or PRINCE2), data protection.
- Operating systems and platforms: Windows Server 2016–2022, Windows 11, Linux fundamentals
- Identity and productivity: Microsoft 365, Microsoft Entra ID, Exchange
- Networking: structured networking and wireless (CCNA level or equivalent), enterprise firewall technologies
- Databases and reporting: SQL Server, Power BI
- Business systems: SYSPRO ERP, Odoo Enterprise, LIMS, field sales and distribution applications, HR information systems, KRA eTIMS
- Security: endpoint detection and response, SIEM and log monitoring, vulnerability management, backup and disaster recovery
- Cloud and telephony: cloud infrastructure and services, cloud PBX
- Governance: ITIL service management, PRINCE2 or PMP project management