

ICT Officer, Infrastructure & Service Delivery

Job Title	ICT Officer, Infrastructure and Service Delivery	Department	Corporate Services
Reports to	Corporate Services Manager	Grade	
Direct Reports	<ul style="list-style-type: none"> N/A 		
Job purpose			
<p>This main purpose of this role is to deliver high quality IT services and monitor and ensure proper functioning of operating system environments, hardware platforms, and peripherals in order to support the company's technology needs.</p>			
Key responsibilities			
<ol style="list-style-type: none"> Develop and update IT policies and procedures in line with industry trends and best practices. Identify, prepare and submit IT infrastructure needs to procurement for sourcing on a quarterly basis. Configure and commission IT infrastructure including but not limited to computers, laptops, access control, alarm system and CCTV to ensure availability and reliability to support business operations. Carry out scheduled software and hardware maintenance including but not limited to firmware upgrade, patching for operating systems, database, servers & personal computers upgrades and updates to ensure optimal performance. Monitor and ensure regular and timely renewal of software licenses in line with requirements. Provide help desk support to users to ensure effective closure of IT issues raised in a timely manner. Maintain a log record for the company's IT assets to ensure accountability. Identify and recommend new technologies in order to support current business requirements. Deliver excellent presentation and audio-visual support including but not limited to video and audio conferencing, PABX, and CCTV and ensure boardrooms' technology is well maintained to ensure high levels of availability to facilitate business communication in the company. Carry out user training on basic functionality of applications in line with requirements. Mobilize, motivate, influence technical proposals for solutions involving product roadmaps, upgrades, application performance, high-availability and disaster recovery solutions. Participate in strategic network planning (LAN/WAN), tactical operation planning, and the development of contingency operation plans. Manage infrastructure components (PCs, and Printers & communication system) and systems to provide IT services. 			

14. Review and approve all modifications to IT infrastructure components and provide guidance and input on new technologies acquisition;
15. Deliver and manage all IT hardware during office moves/ expansions/ refurbishment.
16. Manage 3rd party vendors (including issue escalation) and their services; creating, reviewing and updating underpinning contracts as well as agree on services to be delivered and measure these services as necessary to ensure value for money.
17. Advice on hardware performance and evolving requirements of the company.
18. Proactively improve service availability and optimize the availability of the IT infrastructure and attend to incidents, problems, change and requests.
19. Provide effective and responsive IT help desk services to staff in line with the IT policies and procedures.
20. Any other responsibilities that may be assigned to the job holder by the supervisor from time to time.

Working relationships

Internal Relationships:

The ICT Officer, Infrastructure & Service Delivery is:

- Directly accountable to the Corporate Services Manager.
- Required to work with the all departments in the company.

External Relationships:

- Service providers
- System vendors

Knowledge, experience and qualifications required

- Bachelor's degree in Information Technology, Computer Science, Business Information Technology, or any other related field.
- Professional ICT qualifications such as CISCO, ITIL, CCNA, MCSE or Virtualization (VMware) will be an added advantage.
- Minimum of 3 years' experience in information technology.

Competencies

Technical competencies

- Knowledge of current protocols and standards including active directory, Group Policies, MS Exchange, Core Switching and Routing, SAN Virtualization.
- Good understanding of perimeter and endpoint security management and email security.

<ul style="list-style-type: none"> • Working knowledge of network capacity planning, network security principles, and general network management best practices. • Ability to configure and manage enterprise –wide LANS, WANs, and VPN. • Ability to conduct hardware troubleshooting. • Ability to work with testing tools and procedures for voice and data circuits. • Excellent understanding of multi-disciplinary nature of IT solutions 	
<p>Behavioral competencies</p> <ul style="list-style-type: none"> • Exceptionally self-motivated and directed. • Exceptional service orientation. • Demonstrated business acumen. • Outstanding communication (written and verbal), interpersonal and facilitation skills. • Ability to influence, collaborate, deliver and partner at senior levels in the organization. • Ability to work well with people at all levels in the organization. • Superior analytical, evaluative and problem-solving abilities. • Flexibility and adaptability. • Innovative and creative thinking skills. • Strong persuasion and negotiation skills. • Open to change • Calm under chaos 	
Working Conditions	
<p>Is exposed to minimum disagreeable conditions in the environment. The jobholder has normal office facilities that include own workstation and access to a laptop.</p>	
Job holder/Supervisor details	
Name of jobholder:	Date:
Name of Supervisor:	Date: