



BUSINESS APPLICATION MANAGER - NKCC/HR.212/BAM/29/02/2024.

Job Purpose

Reports to the Head of ICT. The Business Applications Manager is responsible for planning, organizing, and integrating all activities associated with the implementation of the company's business applications. He or she ensures staff have access to relevant business tools.

Key Responsibilities

- Contribute to developing the ICT strategy, budgeting, and ensuring its successful execution.
- Liaising with process owners to promote the use of ICT in the effective and efficient design and operation of all major processes to enhance business performance. Identify emerging user needs and plan for new systems or changes to existing systems to meet user needs.
- To supervise and maintain the organization's repository of software applications through best practices.
- Managing the IT infrastructure, including Windows systems, business applications, and databases, to ensure business continuity and achieve 99% availability.
- Managing the organization's SAP and Oracle Enterprise Resource Planning (ERP).
- Providing technical support and problem resolution ensures end-user support for all systems is provided and meets the required standards.
- Monitoring compliance with policies and procedures and making necessary corrections.
- Developing and implementing security systems to safeguard against intrusion, viruses and spam threats.
- Implementing and testing systems for disaster recovery plans ensures system projects are executed efficiently and effectively.
- To liaise with infrastructure team to deploy business systems in remote locations.
- To lead the infrastructure team in implementing the most reliable, redundant, secure and cost effective LAN and WAN solutions enables staff to carry out work effectively.
- Develop, establish and manage a secure Wide Area Network the branch network and including field staff on mobile devices.
- To maximize link availability and ensure security.
- Managing the converged IP network to ensure reliability and efficiency.
- To develop, implement, test and monitor the ICT disaster recovery plan (DRP) and work with the Head of ICT to integrate the DRP into the ICT Business Continuity Plan.
- Ensuring the smooth operation of allocated maintenance contracts and licence agreements, identifying any problems or issues.
- ***Any other duties as may be assigned by the supervisor from time to time.***

Person Specifications

- A minimum of eight (10) years' experience in relevant work and at least four (4) years in a management role in the public service or in the private sector.
- Master's Degree in any of the following disciplines: Information Technology, Computer Science, Business IT, Software Engineering, ICT Project Management, Computer Engineering or any other relevant and equivalent qualification from a recognized Institution.
- Bachelor's Degree in any of the following: Information Technology, Computer Science, Business IT, Software Engineering, ICT Project Management, Computer Engineering or their equivalent from a recognized Institution.
- PRINCE2, PMP or equivalent Project Management Certification
- At least one IT management certification CompTIA Project+, CAPM, CGEIT, CSM, CISSP, COBIT or other equivalent qualifications.
- At least one information security certification CISM, CEH, CompTIA Security+, CISSP, GSEC or other equivalent qualifications
- At least two (2) certifications from relevant professional bodies in either CCNP, CDCP, CCNA Cloud, CCNA Industrial/IoT, CCNA, MCSE, MCSA, MCSD, N+, A+ OCA, CISSP, Linux+, Network+, Microsoft Certified IT Professional (MCITP), CISA, CISM, CGEIT or other equivalent qualifications from a recognized institution
- CISA membership or an equivalent ICT professional body.
- Management course lasting not less than four (4) weeks from a recognized institution.
- Demonstrated merit and ability as reflected in work performance and results

Key Competencies and skills

- Demonstrated merit and ability as reflected in work performance and results.
- Demonstrate leadership and managerial capabilities
- Good communication and negotiation skills
- Good interpersonal skills
- Team player
- Effective problem-solving skills.