



HEAD OF INFORMATION COMMUNICATION TECHNOLOGY

NKCC/HR/141/HICT/29/02/2024

Job Purpose

Reports to the Managing Director. The Head of Information Communication Technology is in charge of providing strategic information technology leadership for guaranteed competitive advantage, innovation, risk management, business process transformation, and staff coaching and development through liaison with the Board and Management to ensure that adopted technologies deliver outcomes that create and sustain business and stakeholder value.

Key Responsibilities

- Chief advisor to the Board and Management on all ICT matters and strategies and its role in driving the business agenda or goal.
- Ensure that New KCC ICT systems comply with regulatory and legal requirements.
- Ensure strategic alignment between business and ICT. Translate business strategy and plans into ICT. Strategic and operational plans to ensure that all necessary tools, processes, and systems are in place to meet the business requirements of accurate and timely decisions that contribute to the achievement of New KCC's short- and long-term goals.
- Develop and establish ICT policies and systems to support the implementation of business strategies. Guiding the organization on the future of technology for future proofing investments.
- Lead the team in managing authentication, authorization, accounting, collaboration, and communication systems to ensure integrity, confidentiality, and availability.
- Lead data governance initiatives to tame and organise all data, including uncoordinated data, across the organisation for value capture, analytics, information, and knowledge discovery for organisational performance improvement.
- Lead, coach, and direct a team of professionals and end users to drive performance while driving down costs.
- Analyse business requirements from all departments and determine their technology needs; oversee all ICT technology operations; and evaluate them according to established goals.
- Lead, manage, and provide oversight for the implementation of an ICT security strategy, business continuity, and disaster recovery plans that minimise the risk of data loss, business disruption, or breach of privacy of New KCC data assets and information. Ensure proper risk management in the pervasive computing era while fully exploring opportunities.
- Develop and manage the planning and budgeting of New KCC ICT services to ensure resources are used to provide world-class ICT services that are in line with the organisational growth.
- Develop a sourcing strategy to ensure appropriate procedures are in place to select and build effective relationships with equipment, software and service vendors.

- Develop and provide procedures, tools, and methods for data integrity assurance while overseeing the implementation of technology infrastructure in line with business plans and changing business requirements and technology.
- Manage and secure the automated integrated milk weighing, farmer invoice processing, and payment system from different locations. Securely, timely, and accurately process daily transactions for the payment of farmers.
- Manage and secure the automated and integrated sales order processing, delivery, and billing systems in fixed and mobile locations.
- Manage secure mobile cashless systems to enhance and protect revenue and cash flow through an integrated SAP-M-Pesa collection and automatic receipting platform.
- Manage an online supplier portal that is fully integrated with the GOK Integrated Financial Management Information System (IFMIS) for all procurement processes of supplier registration, bidding, awarding and contract management.
- Overall leadership of MIS in production planning, quality management, plant maintenance, warehouse management, human capital management and payroll, and financial accounting and controlling systems throughout the organisation with correct role authorizations.
- Lead the establishment and management of a secure Wide Area Network for branches and mobile field staff across Kenya and Tanzania.
- Protect New KCC brands through the development of technologies to help identify intellectual property leakage, counterfeiting, and other operational innovations.
- Lead the convergence of ICT, operations, and marketing to leverage the internet of things, connect marketing with delivery, and enhance the customer experience.
- Champion digital and mobile strategy to expand business systems to mobile, develop and roll out consumer offerings, and improve business agility.
- Develop an online channel to create an online ordering store with integrated payment and delivery.
- Harness social media to uncover new product ideas and monitor competitors for service improvement.
- Lead ICT projects efficiently and effectively to achieve goals.
- Serve as Secretary of the Digital Asset Management Committee.
- ***Any other duties as may be assigned by the supervisor from time to time.***

Person Specifications

- A minimum of twelve (12) years' experience in relevant work and at least five (5) years in a management role in the Public Service or in the Private Sector;
- Master's Degree in 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 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, MCSA, MCSA, 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.
- A management course lasting not less than four (4) weeks from a recognised institution.

Key competencies and skills

- Proven track record of success with consistent achievement of goals and objectives.
- Strong leadership and management capabilities
- Good communication and negotiation skills
- Good interpersonal skills
- Team player
- Possess good problem solving skills