



Position: Head, Group Information Technology
Department: Information Technology
Job Grade: Band 10 – Director
Reporting to: Group Director, Technology & Operations
No. of Vacancies: One (1)
Closing Date: Sunday 01st November 2020

Purpose of the role:

The Head of Information Technology will provide technology, vision and leadership in the development, implementation and maintenance of all Information Technology (IT) programs. This includes but is not limited to formulation of Information Technology strategy for the group in consultation with the Group Director Technology & Operations, implementation of appropriate information technology governance frameworks to effectively support business operations, and is the custodian of the group information technology policy.

The role is a senior management role that is responsible for information technology assets required to run NCBA business operations, effective enterprise business processes together with the underlying infrastructure and telecommunication facilities.

Key Responsibilities:

Information Technology Strategy	<ul style="list-style-type: none">→ Work with NCBA senior management team to determine business priorities and direct the allocation of group IT resources to effectively meet business requirements.→ Provide overall direction for the technology roadmap of the group, define technology blue prints that are implemented in furtherance of the NCBA business plans.
Information Technology Governance	<ul style="list-style-type: none">→ Have domain knowledge and expertise to define best practice frameworks in Service Management(ITIL), Architecture Design and Implementation (TOGAF), Project Management (PRINCE2) etc.→ Ensure that the Information Technology function at the bank effectively delivers on its mandate to serve the business.
Information technology security and Governance	<ul style="list-style-type: none">→ Primary custodian of the banks Information Security policy, and is charged with the responsibility for both the strategy and operations that are necessary for the overall protection of the enterprise information assets.→ Define and design strategies necessary to protect the banks information assets.→ Define best practice frameworks required to operationalize practices and processes necessary to ensure day to day compliance to banks information security policy, regulatory requirements and industry best practices.



Business continuity management	<ul style="list-style-type: none">→ Ensure all critical business systems are designed to meet defined business availability targets.→ Use domain knowledge and experience to define sufficient resilience for network, hardware, applications together with the accompanying disaster recovery plans.
People Leadership	<ul style="list-style-type: none">→ Provide effective leadership to IT department and work with IT heads of functions in a manner that ensures a conducive work environment and employee satisfaction.→ Assist in facilitation of appropriate training and development programs, coaching and mentoring approaches and ensuring that appropriate tools and resources are available to staff to execute on their roles and responsibilities.

Job Specifications (Requirements):

Academic:

- Bachelor's degree in Computer Science, Information Technology or related field.
- Master's degree in Technology or Business related course is an added advantage.

Professional:

- Minimum 12 years' experience with 5 years in a managerial role within a large highly digitized organization designing, implementing and managing mission critical systems.
- Certification and experience implementing best practice frameworks e.g. ITIL, COBIT, TOGAF, PRINCE2, ISO.
- Excellent communication skills and high level of Interpersonal skills
- Strong leadership skills and demonstrated ability to lead high energy and dynamic IT teams
- Excellent analytical, problem solving and reporting skills.



Skills Required:**Technical Competencies**

- Development of IT strategy and IT score carding at CXO level
- Enterprise architecture, road mapping and future proofing technology platforms against dynamic and emerging business requirements
- Demonstrated leadership to nurture and sustain employee satisfaction; and to manage change in a complex environment.
- Performance Management to optimize employee productivity
- Organization development to effectively structure the IT organization for optimal performance
- Knowledge and experience in modern IT applications and operations management in financial services business to provide visionary guidance on strategic and operations changes.
- Interpersonal skills to effectively communicate with and manage customer expectations (internal and external), and other stakeholders who impact performance.
- Technical skills to effectively perform or guide performance of Information Technology activities/tasks in a manner that consistently produces high quality of service.
- Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks.
- Self-empowerment to enable development of open communication, teamwork and trust that are needed to support performance and customer-service oriented culture.

Behavioural Competencies

- Interpret NCBA group business plans and strategies, and convert this plans into implementable IT strategies and plans, with the aim objective of ensuring that the banks technology resources are deployed to meet both current and future NCBA business objectives.
- Undertake the day-to-day management of the Bank's information technology platforms, which facilitate the efficient delivery of customer service and processing of all transactions.
- Ensure that all the information technology platforms in use by the Bank keep pace with technological innovations and developments as a way of protecting investment in technology.
- Manage relationships with all technology based service providers as a way of ensuring that uptimes are optimized.
- Evaluate, plan, implement and maintain all the Bank's information technology and telecommunication system and projects within agreed time and budget constraints.
- Develop and manage a Business Continuity Plan and Data Security Plan for the entire Bank's operations (including IT Operations) in order to guarantee continuation of services at all times. Increase computer awareness and literacy among staff to enhance skills base and productivity.
- Ensure appropriate controls and monitoring mechanisms to keep information technology operations and services in place despite power outages and telecommunication failures.
- Monitor and manage service user complaints to ensure maintenance of the highest standards of service.
- Organize, manage and motivate the available human capital within Information Technology Division through establishment of suitable organization structure and implementing development programs to optimize competence and productivity.
- Put in place a reporting framework that will enable continuous tracking of the division's performance, monitoring of customer satisfaction and provision of management reports.
- As a member of the Bank's Management Committee; Systems Steering Committee; Audit and Security Committee; and Human Resources Committee take a proactive role in influencing policy and the strategic direction of the Bank.