

## JOB DESCRIPTION FOR CHIEF MANAGER, ICT

<b>Job Title</b>	Chief Manager - Information and Communication Technologies(ICT)
<b>Grade</b>	KS 3
<b>Corporation/Organization</b>	Kenya Bureau of Standards
<b>Directorate</b>	Finance and Strategy
<b>Department</b>	ICT
<b>Division</b>	N/A
<b>Section / Unit</b>	N/A
<b>Location / Work Station</b>	KEBS Headquarters - Nairobi

<b>Reporting Relationships</b>	
<b>Reports to</b>	Director, Finance and Strategy
<b>Direct Reports</b>	Manager, System Integration, Manager, Network Administration
<b>Indirect Reports</b>	Assistant Manager, System Integration, Assistant Manager, Network Administration Assistant Manager Information Security

<b>Job Purpose</b>
<p>Provides strategic leadership and is accountable for development and implementation of policies and strategies in ICT solutions, software development &amp; management and network &amp; communication infrastructure administration to support realization of KEBS mandate on Standards, Metrology and Conformity Assessment (SMCA). This is to promote local, regional and international trade and ease of doing business while safeguarding consumer health and safety, protection of environment in line with Articles 42, 43(a, b, c &amp; d), 46 (a, b &amp; c) of the Constitution of Kenya and the Standards Act (Cap 496 Laws of Kenya); and entrenchment of a culture of quality for the realization of Kenya's vision 2030, African Union Agenda 2063 and United Nations Sustainable Development Goals.</p> <p>Articulates KEBS position on matters of software development management, network and communication infrastructure administration and negotiates on behalf of the organization at National, Regional and International level to enhance sustainability of KEBS operations.</p>

<b>Key Responsibilities/ Duties / Tasks</b>
<b>I. Managerial / Supervisory Responsibilities</b>
a) Provides strategic leadership and is accountable for development and implementation of policies and strategies in software development and management, network and communication

infrastructure administration to support realization of KEBS mandate on Standards, Metrology and Conformity Assessment (SMCA);

- b) Provides and is accountable for formulating and implementing ICT automation strategy by translating business organizational needs to ICT solutions through the review and integration of systems with the aim of improving business processes efficiency;
- c) Provides strategic leadership and is responsible for software management, network and communication infrastructure administration for the realization of KEBS mandate;
- d) Provides leadership and is accountable for the installation, configuration and maintenance of organization's network and communication Infrastructure to facilitate connectivity and communication for operational efficiency;
- e) Oversees the development and maintenance of the systems architecture, defining standards and protocol for data exchange, communications, software and interconnection of the KEBS information systems;
- f) Provides leadership in acquisition and upgrade of software and IT tools to enhance efficiency in operations;
- g) Oversees maintenance of databases under the department custody and data recovery for business continuity;
- h) Leads in development of service level agreements (SLAs on implementation and maintenance of ICT solutions to ensure continuity of ICT support;
- i) Oversees and is accountable for implementation of information security management system (ISMS) guidelines in KEBS to ensure Confidentiality, Integrity and Availability of information;
- j) Oversees implementation of departmental performance management and productivity improvement strategies, policies, and tools to ensure effective monitoring and evaluation of departmental processes, products, and services;
- k) Provides leadership in establishment, implementation, maintenance, monitoring, evaluation and improvement of Management systems adopted by KEBS for the purpose of ensuring efficiency, effectiveness, risk management and sustained customer satisfaction;
- l) Oversees the development and implementation of business continuity strategies to ensure resilience and sustainability of department's processes, products, and services; and
- m)** Provides leadership in identification and provision of human and physical resources needs in the department and ensures proper utilization of existing resources to meet corporate objectives.

## **II. Operational Responsibilities / Tasks**

- a) Provides leadership and is responsible for development and implementation of departmental procurement plan, annual budget, medium term expenditure framework and work plans;
- b) Provides leadership in ICT operations and infrastructure to ensure that an appropriate technical support framework is in place;
- c) Provides technical advice to the Director Finance and Strategy on matters of Information Communication and Technology solutions for delivery of corporate objectives;
- d) Leads in research on ICT solutions and advises on improvement of ICT systems, infrastructure and works with all the directorates to realize digital transformation strategies that increase efficiency across KEBS;
- e) Guides in deployment, support and maintenance of outsourced software and hardware in compliance with prevailing contracts and procurement laws;
- f) Oversees preparation and submission on ICT board papers to the Director Finance and Strategy
- g) Leads in implementation of NSC resolutions in relation to ICT matters;

<ul style="list-style-type: none"> <li>h) Leads in setting of departmental targets, reviews and approves departmental performance targets, monitors implementation and submits performance reports to the Director Finance and Strategy;</li> <li>i) Directs development of staff competencies in the department through formal training, mentorship, coaching and on-the-job training to enable delivery of department objectives; and</li> <li>j) Assign duties to ICT staff and approves leave.</li> </ul>
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<b>Job Dimensions:</b>
<b>I. Financial Responsibility</b>
Manages and monitors utilization of Departmental budgets of approximately <b>Kshs. 200 Million</b>
<b>II. Responsibility for Physical Assets</b>
Responsible for KEBS ICT hardware and software assets
<b>III. Decision Making / Job Influence</b>
Makes <ul style="list-style-type: none"> <li>a) Strategic Decisions</li> <li>b) Operational decisions</li> <li>c) Financial decisions</li> </ul>
<b>IV. Working Conditions</b>
<ul style="list-style-type: none"> <li>a) Works predominantly within the office.</li> <li>b) Expected to travel within the country;</li> </ul>

<b>Job Competencies (Knowledge, Experience and Attributes / Skills)</b>
<b>Academic qualifications</b>
Bachelor’s degree in Computer Science/ Information Technology
<b>Professional Qualifications / Membership to professional bodies</b>
<b>Professional Qualifications</b> <ul style="list-style-type: none"> <li>• ICT professional diploma/certification in either systems engineering, IT security, database management, Network Engineering or application development.</li> </ul> <b>Professional Membership</b> Member of any of the following; <ul style="list-style-type: none"> <li>a) Member of Computer Society of Kenya</li> <li>b) Member of Information Systems Audit and Control Association, (ISACA)</li> </ul>
<b>Previous relevant work experience required.</b>
At least ten (10) years’ relevant experience out of which five (5) years must have been in a management level

<b>Functional Skills, Behavioural Competencies/Attributes:</b>
<b>Functional</b>

- a) Financial management skills
- b) Auditing Skill
- c) Analytical skills
- d) Investigation skills
- e) Negotiation skills
- f) Report writing
- g) Project management skills
- h) Information, communication, and technology skills
- i) Leadership skills
- j) Presentation skills

**Behavioural Competencies/Attributes**

- a) Time management skills
- b) Coaching and mentorship
- c) Problem solving skills
- d) Interpersonal skills
- e) Counselling skills