

# IT MANAGER

## ROLE SUMMARY:

The IT Manager is responsible for ensuring that aBi Finance operates with secure, reliable, and scalable ICT systems that support business operations, regulatory compliance, and digital transformation. The IT Manager provides leadership in ICT governance, infrastructure management, cybersecurity, Microsoft 365 and business systems administration, and service delivery. The IT Manager supports enterprise systems initiatives to ensure effective implementation, integration, and user adoption that deliver measurable business value.

**REPORTS TO:** Technical Manager

**SUPERVISES:** IT Officer.

## SCOPE OF RESPONSIBILITIES

| Area of Responsibility  | Action Steps   | Success Criteria/Measures   |
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| <b>IT Strategy &amp; Governance</b><br>Ensure IT is well governed and aligned to business needs and institutional objectives. | Develop and implement IT strategies aligned with organizational objectives.            | <ul style="list-style-type: none"> <li>✓ Approved IT strategy and governance framework in place</li> <li>✓ Clear accountability and reporting structures.</li> <li>✓ Alignment between IT and business objectives.</li> </ul> |
|   | Establish and maintain IT governance frameworks (policies, standards, and procedures). |   |
|   | Define and enforce IT roles, responsibilities, and accountability structures.          |   |
|   | Support institutional decision-making through IT performance and risk reporting.       |   |
|   | Continuously review and improve IT policies, systems, and processes.                   |   |
| <b>ICT Operations, Infrastructure &amp; Networks</b>  | Oversee IT infrastructure, networks, and end-user services.                            | <ul style="list-style-type: none"> <li>✓ High system availability and</li> </ul>  |

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| <p>Ensure reliable and efficient ICT operations and infrastructure.</p>  | <p>Manage system availability, performance, and maintenance.</p>                                  | <ul style="list-style-type: none"> <li>✓ minimal unplanned downtime</li> <li>✓ Reliable and timely backup and recovery of critical systems and data</li> <li>✓ Proven effectiveness of disaster recovery (DRP) and business continuity (BCP) processes through regular testing</li> <li>✓ Rapid restoration of services within defined recovery time objectives (RTOs)</li> <li>✓ Up-to-date and well documented infrastructure, recovery, and continuity procedures</li> <li>✓ Continuous improvement of system resilience based on test results and incidents</li> </ul> |
|  | <p>Ensure network reliability, security, and scalability.</p>                                     |  |
|  | <p>Implement backup, disaster recovery (DRP), and business continuity (BCP) processes.</p>        |  |
|  | <p>Support and participate in disaster recovery and business continuity planning and testing.</p> |  |
|  | <p>Document and maintain recovery procedures and test results, including improvement actions.</p> |  |
|  | <p>Maintain IT asset lifecycle and documentation.</p>   |  |
| <p><b>Cybersecurity, Risk &amp; Compliance</b><br/>Protect ICT systems and ensure compliance with regulatory standards.</p>            | <p>Implement cybersecurity controls and monitoring mechanisms.</p>                                | <ul style="list-style-type: none"> <li>✓ Strong security posture and risk management.</li> <li>✓ Compliance with regulatory and internal standards.</li> </ul>   |
|  | <p>Manage identity and access controls, endpoint security, and patching.</p>                      |  |
|  | <p>Monitor risks, vulnerabilities, and incident response.</p>                                     |  |
|  | <p>Support audit processes and close control gaps.</p>  |  |
|  | <p>Ensure compliance with data protection and IT regulations</p>                                  |  |
| <p><b>Microsoft M365 SaaS &amp; Digital Workplace</b><br/>Optimize productivity platforms and ensure secure digital collaboration.</p> | <p>Support business applications and ensure reliability across departments.</p>                   | <ul style="list-style-type: none"> <li>✓ Effective utilization of digital tools.</li> <li>✓ Secure and well-managed user access.</li> </ul>  |
|  | <p>Manage user access, permissions, and identity controls.</p>                                    |  |
|  | <p>Promote automation, workflows, and integration of digital tools.</p>                           |  |
|  | <p>Administer and optimize Microsoft 365 and related SaaS platforms.</p>                          |  |

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|   | Ensure efficient and effective BCP protocols are maintained tested periodically                      |   |
|   | Ensure secure and efficient use of collaboration and productivity platforms.                         |   |
| <b>Systems and Resources Management</b><br>Ensure efficient, cost-effective, and value driven use of ICT resources.             | Support IT budgeting and planning.   | <ul style="list-style-type: none"> <li>✓ Cost-effective IT operations</li> <li>✓ Transparent budget and contract management</li> <li>✓ Effective vendor performance and accountability</li> <li>✓ Strong alignment between IT investments and business value</li> </ul> |
|   | Monitor costs, subscriptions, and contracts.   |   |
|   | Support procurement and investment decisions.  |   |
|   | Track value realization of IT initiatives.   |   |
|   | Manage vendor relationships and oversee service delivery performance                                 |   |
|   | Monitor vendor SLAs and ensure contractual obligations are met                                       |   |
|   | Ensure value for money across IT procurements and vendor engagements                                 |   |
|   | Develop and review technical Terms of Reference (TORs) for IT procurements aligned to business needs |   |
| <b>Business Systems, MIS &amp; Digital Transformation</b><br>Support enterprise systems and digital transformation initiatives. | Provide IT oversight for MIS and enterprise systems.   | <ul style="list-style-type: none"> <li>✓ Successful system implementations</li> <li>✓ Improved operational efficiency.</li> </ul>   |
|   | Support system implementation, integration, and adoption.  |   |
|   | Work with business units to define requirements.   |   |
|   | Promote automation, reporting, and analytics capabilities.   |   |
| <b>ESG &amp; Sustainable IT Practices</b><br>Promote environmentally sustainable IT practices and support ESG reporting.        | Promote adoption of energy-efficient technologies and sustainable IT practices.                      | <ul style="list-style-type: none"> <li>✓ Reduced energy consumption across IT systems</li> <li>✓ Effective and compliant e-waste management practices.</li> </ul>   |
|   | Implement and oversee e-waste management and responsible disposal initiatives.                       |   |

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|   | Support digital transformation initiatives that reduce reliance on paper-based processes. | <ul style="list-style-type: none"> <li>✓ Increased adoption of digital workflows and reduced paper usage.</li> <li>✓ Availability of accurate and timely ESG-related data.</li> </ul> |
|   | Support systems and tools that enable ESG data collection, reporting, and analysis.       |   |
| <b>IT Support and Advisory Services</b><br>Provide responsive and effective IT support. | Establish IT service management processes.  | <ul style="list-style-type: none"> <li>✓ High user satisfaction.</li> <li>✓ Efficient issue resolution.</li> </ul>  |
|   | Provide technical support to users.   |   |
|   | Conduct user training and awareness sessions.   |   |
|   | Monitor and improve service delivery.   |   |
|   | Conduct surveys across the work force to improve IT service delivery.                     |   |
| <b>IT Team Leadership</b><br>Build a high-performing CT function.                       | Supervise and support IT staff.   | <ul style="list-style-type: none"> <li>✓ Strong team performance and engagement.</li> </ul>   |
|   | Provide coaching and performance management.  |   |
|   | Promote continuous learning and development   |   |
|   | Foster collaboration and accountability.  |   |

## REQUIREMENTS OF THE ROLE

|   |   |                         |                           |                            |                           |
|---|---|-------------------------|---------------------------|----------------------------|---------------------------|
| <b>Educational Qualifications</b> <ul style="list-style-type: none"> <li>• Master's degree in Information Technology, Computer Science, or a closely related field.</li> <li>• Degree in Information Technology or similar.</li> <li>• A relevant industry certification (e.g., CISSP, CISM, ITIL) is essential.</li> </ul> | <b>Competency</b>                           | <b>Level 1 Standard</b> | <b>Level 2 Specialist</b> | <b>Level 3 Team Leader</b> | <b>Level 4 Leadership</b> |
|   | <b>Ownership &amp; Initiative</b>           |                         |                           | √                          |                           |
|   | <b>Learning &amp; Adaptability</b>          |                         |                           | √                          |                           |
|   | <b>Situational Awareness &amp; Thinking</b> |                         |                           | √                          |                           |

- Certified Microsoft Systems Administrator is essential.
- Other certifications in Microsoft packages is desirable.
- IT Governance Accreditation (e.g COBIT).

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| <b>Execution &amp; Drive for Results</b>             |  |  | √ |  |
| <b>Understanding Others &amp; Team Collaboration</b> |  |  | √ |  |
| <b>Communicating &amp; Influencing</b>               |  |  | √ |  |

**Experience**

- Minimum 10 years of progressively responsible experience in ICT management, including at least 5 years in a senior leadership role.
- At least 2 years in Microsoft Systems Administrator role.
- Proven track record of successfully leading and developing high-performing ICT teams in complex organizational environments.
- Extensive experience in strategic ICT planning, budgeting, and resource allocation.
- Experience with disaster recovery planning and implementation.
- Strong understanding of various IT architectures and emerging technologies.
- Direct experience of implementing Financial Accounting, Financial Management and Core Banking Systems.
- Experienced in using Microsoft applications for Business Analytics with Power Bi and creating work flows using Power Automate.
- Experience with developing and implementing cybersecurity strategies.
- Experience with project management methodologies (e.g., Agile, Waterfall).

**Technical Skills & Knowledge**

- In-depth understanding of network architectures, security protocols, and best practices.
- Expertise in systems administration, database management, and application development.
- Strong understanding of cloud computing technologies (e.g., AWS, Azure, GCP).
- Proficient in IT risk assessment, mitigation, and compliance management. Familiarity with relevant regulatory frameworks (e.g., GDPR).
- Knowledge of using Microsoft Intune or a Microsoft SIEM application for all log analysis and monitoring.

