



Salaries & Remuneration
Commission
Rewarding productivity

JOB DESCRIPTION FOR HEAD OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)

Job Title	Head of ICT
Grade	RL 3
Corporation/Organization	Salaries and Remuneration Commission
Directorate	Corporate Services
Department	ICT
Division	N/A
Section / Unit	N/A
Location / Work Station	Nairobi (Head office)
Reporting Relationships	
Reports to	Director Corporate Services
Direct Reports	1. Senior Officer Systems Administrator 2. Senior Officer Systems Developer 3. ICT Officer
Indirect Reports	N/A
Job Purpose	
This position is responsible for providing strategic leadership in delivery of ICT services to meet the Commission's mandate.	
Key Responsibilities/ Duties / Tasks	
I. Managerial / Supervisory Responsibilities	
<ul style="list-style-type: none"> i. Provide leadership in the development, coordination and implementation of the ICT Policies, Strategy, objectives and plans in relation to the commission's strategic plan to ensure improved efficiency and effectiveness of service delivery; ii. Monitor and evaluate the progress of ICT strategy and Commission strategic plan to ensure that the activities are always executed with available resources and ensure efficiency and effective service delivery provided; 	

- iii. Provide leadership in the development and execution of the Commission's strategy by enhancing operational efficiency;
- iv. Regularly reviewing ICT Policy, Strategy and plans to adopt to the changing environment by ensuring users adhere to the relevant ICT policies, guidelines, standards and procedures while working in the Commission;
- v. Oversee development of funding proposals relating to strategic development programmes in line with the Commission's mandate and submit to the Commission.
- vi. Develop, motivate and manage the performance of the team and ensure continuous alignment to the values of the Commission;
- vii. Identify, monitor and mitigate ICT, strategic and operational risks by ensuring appropriate internal controls are in place;
- viii. Carry out training needs assessment and propose training programs for the departmental staff;
- ix. Develop departmental work plans, continuous performance monitoring and appraisal;
- x. Develop, manage and implement the ICT Business Continuity Plan, Disaster Recovery Plan and Data Security Plan for operations to guarantee confirmation of services always;
- xi. Develop and monitor ICT user requirements based on the Commission's strategic plan and ICT strategy;
- xii. Monitor the operationalization of ICT Service Level agreements with key service providers to ensure reliability of the ICT services provided to the Commission;
- xiii. Develop and review the status of ICT infrastructure to ensure high availability.
- xiv. Build and maintain positive relationships with stakeholders; and
- xv. Mentoring and coaching of ICT staff to enable their growth and development.

II. Operational Responsibilities / Tasks

- (i) Ensure that there is an effective and up to date ICT Disaster Recovery Plan for ICT services, ensuring robust backup and failover procedures;
- (ii) Prepare and present departmental progress/monthly, Quarterly and annual ICT reports to Executive Committee, Directorate, Corporate Services Committee and Commission;
- (iii) Ensure that ICT team are informed of their roles, responsibilities and expectations and provided with appropriate, timely and accurate information, training and on-going development;
- (iv) Establish functional operating systems, network and application softwares for effective communication and put in place measures which will ensure security, privacy and integrity of ICT systems;
- (v) Ensure efficiency of systems, processes, Standard Operational Procedures (SOPs) to achieve the operational excellence that drives the Commission's objectives;
- (vi) Ensure compliance to relevant statutory requirements, Government Circulars and Commission's policies;
- (vii) Ensure all ICT platforms in use keep pace with technological innovations and development as a way of protecting investment in Technology;
- (viii) Monitor ICT service delivery issues to ensure quick resolutions of user related incidents;
- (ix) Update the Commission on security incidences that may arise from time to time;
- (x) Develop and implement departmental service standards for service excellence;

- (xi) Manage and monitor all ICT contracts; and
- (xii) Establish and maintain secure ICT infrastructure and systems.

Job Dimensions:

I. Financial Responsibility

Prepare departmental procurement plan and budget and oversee implementation.

II. Responsibility for Physical Assets

- 1. ICT office equipment:
 - (i) servers
 - (ii) Firewall appliances
 - (iii) Router
 - (iv) Switches
 - (v) PABX
 - (vi) Network Cabinet
 - (vii) Centralized UPS (100KVA)
 - (viii) Desktop Computers
 - (ix) Laptops
 - (x) Photocopiers
 - (xi) Printers
- 2. Office furniture and equipment

III. Decision Making / Job Influence

- 1. Strategic decisions
- 2. Managerial decisions
- 3. Financial decisions
- 4. Analytical decisions
- 5. Operational decisions

IV. Working Conditions

Office setting with occasional travel out of office.

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic qualifications

- (i) Master's degree in Computer Science or Information Technology and any relevant field from a recognized university.
- (ii) Bachelor's degree in Computer Science or Information Technology and any relevant field from a recognized university.

Professional Qualifications / Membership to professional bodies

- (i) Certification in Microsoft Certified Solution Expert (MCSE) or Microsoft Certified Solution Associate (MCSA) or, Information Technology Service Management (ITIL) or Cisco Certified Network Associate (CCNA) or any relevant ICT certifications.

- (ii) Membership to a relevant professional body.
- (iii) Certificate in leadership from a recognized institution.

Previous relevant work experience required.

Ten (10) years of service, four (4) of which should be in management position from a reputable organization

Functional Skills, Behavioral Competencies/Attributes:

- (i) Meets the requirements of Chapter Six of the Constitution of Kenya;
- (ii) Demonstrate ability to manage and lead high performing teams;
- (iii) Ability to deliver results in a complex and dynamic environment;
- (iv) Capacity to demonstrate strategic mind-set and innovation;
- (v) Ability to identify customer needs, develop service standards and deliver service excellence;
- (vi) Demonstrate knowledge in relevant legislation and applicable standards;
- (vii) High level of integrity and interpersonal skills;
- (viii) Ability to work with minimum supervision and under strict timelines;
- (ix) High level of attention to detail;
- (x) Knowledge of relevant computer applications; and
- (xi) Excellent analytical and communication skills.

APPLICATION PROCESS

1. Interested and qualified persons are requested to register and apply to [the SRC E-recruitment Portal](#).
2. All applications should be uploaded together with detailed Curriculum Vitae, a copy of ID/Passport, copies of academic certificates, testimonials and any other relevant supporting documents. Hard copies and email applications shall not be considered.
3. Those who might have applied for the re-advertised positions are encouraged to re-apply.
4. Successful candidates MUST submit all clearances in relation to Chapter six before nboarding.

The application letter should be addressed to:

**THE COMMISSION SECRETARY/CEO,
Salaries & Remuneration Commission,
Williamson House,
6th Floor 4th Ngong Avenue,
P.O Box 43126-00100,
NAIROBI.**

To be received on or before 26th February, 2025

The Commission is an equal opportunity employer and the Marginalized and Persons with disabilities are encouraged to apply. Only Shortlisted candidates will be contacted