

	<b>Job Profile / Description</b>	<b>Template Identifier</b>	MGL/HC/001	Rev	0
		<b>Effective Date</b>	July 2024		
		<b>Review Date</b>	N/A		

<b>Function:</b> Finance	<b>Job Title:</b> Manager ICT Shared Services
<b>Department:</b> ICT	<b>Duty Station:</b> Kampala
<b>Line Manager:</b> Head of ICT	<b>Supervises:</b> N/A
<p><b>Job Purpose:</b> Manage and oversee the delivery &amp; availability of ICT Shared Services across all user groups &amp; service delivery locations including International Business, Partner, and key customer locations. This includes management of all facets of ICT services delivery to end-users and upstream ICT services delivery workstreams; and playing an integral role in overseeing the operations of the organization's ICT service desk by ensuring optimal service levels through building strong and motivated teams</p>	
<p><b>Key Internal Stakeholders.</b></p> <ul style="list-style-type: none"> <li>✓ Head of ICT</li> <li>✓ All departments</li> <li>✓ MPL subsidiary companies</li> </ul>	<p><b>Key External Stakeholders</b></p> <ul style="list-style-type: none"> <li>✓ Contractors/Service Providers and Consultants</li> </ul>

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### Functional Activities as per Key Performance areas

- Lead the ICT service implementation process and all related activities in close coordination with ICT management and other stakeholders
- Contribute to the service definition, deployment, operations and further development from the ICT service management perspective
- Manage and implement shared ICT services across MPL Group
- Provide a range of administrative and project coordination services to facilitate the delivery of ICT shared services across the different stakeholders.
- Track, monitor, and report on various ICT Shared Services delivery KPIs
- Manage and operate MPL's ICT service management platforms and the ICT service desk; provide high-quality ICT services; and identify and mitigate ICT issues
- Manage the ICT customer service relationships with internal and external stakeholders and ensuring that the service team meets its delivery and reporting obligations.
- Provide leadership that ensures effective service delivery of ICT services in all MPL locations
- Assist in the management of client relationships for all ICT services
- Collaborate with other ICT managers and teams across MPL to implement systems and process improvements
- Support the ICT Shared Services Model and ensure that ICT systems, processes, and services are re-usable, shareable, sustainable, well-managed and cost-optimized whenever its feasible.
- Collaborate with other teams on ICT Services or solutions simplifications, adaptation, customization, aggregation, integration to ensure efficient delivery of solutions.
- Create, implement and manage standards and practices to ensure ICT services delivery excellence
- Develop, implement and maintain change management methodology to support rollout of ne ICT services and facilitate the transitions to new technology or processes
- Manage the interface with the internal stakeholders, internal ICT teams, and external stakeholders
- Manage the service delivery on day-to-day basis, act as the ICT Department's interface towards the service provider(s) and remedy any issues, escalate problems to ICT management, propose solutions and improvements
- Manage assigned ICT contracts with focus on efficient ICT service delivery based on formal SLAs and assigned budget
- Coordinate and actively prepare the technical and contractual documentation for the ICT services.
- Define and monitor service level agreements, KPIs and other service parameters to monitor the performance of ICT service(s);
- Maintain and ensure continuous improvement of ICT services catalogue.
- Ensure the development of service level agreements and operational level agreements for all services in the catalogue.
- Manage ICT service requests, ensuring compliance with agreed governance processes and workflows.
- Any other duties related to the role.

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**Key Outputs:**

- Daily, Weekly ICT KPI monitoring reports
- A monthly status report on service improvement initiatives
- Quality of ICT services assurance reports
- Daily ICT incidents reports
- Daily, weekly, monthly ICT services availability reports
- Weekly CIT changes monitoring reports
- Up-to-date ICT services catalogue

**Minimum Qualification Requirements:**

- A University degree or equivalent in Computer Science Software of Engineering or Information Technology or Mathematics or Business Computing

**Related Minimum Experience:**

- Proven experience and in-depth understanding of enterprise ICT services management, vendor performance management, supporting ICT business support systems, and excellent creativity and strong analytical abilities.
- At least 5 years of experience in managing enterprise and distributed ICT services.

**Competencies Required:**

**Behavioural**

- Must be of unquestionable integrity, Honesty, Trustworthiness and Professionalism

**Leadership**

- Must be a self-starter and have an appreciation of the Core values of Team, Integrity, Innovation, Customer Focus, and Integrity (TIICA)
- Strong Leadership potential to effectively drive a business agenda and operational coordination of activities.

**Knowledge.**

- Hands-on experience in the delivery and execution of ICT services
- Demonstrated ability to manage ICT projects and teams
- Experience in the ICT service management (ITSM) framework – in particular the information technology infrastructure library (ITIL)
- Skilled in the delivery of service strategy and service design activities

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**Skills**

- Must be a self-driven, highly analytical, innovative, and a fast thinker
- Must be a good team player and able to work in a cross-functional teams project environment
- The ability to learn new technologies quickly
- The ability to communicate complex procedures to other colleagues
- Commercial and business awareness
- Good communication skills – both written and verbal
- Attention to detail and desire to probe further into data

**Growth Potential:**

- Successful candidate will be set up for succession planning to the Network & Infrastructure Manager role.

**Job Assessment may follow one or all the following approaches.**

- Interview
- Psychometric assessment
- Case Study

Job profile acknowledged by Employee

_____	_____	_____
<b>Name</b>	<b>Signature</b>	<b>Date</b>

Line Manager Sign-off

_____	_____	_____
<b>Name</b>	<b>Signature</b>	<b>Date</b>

People & Culture Sign-off

_____	_____	_____
<b>Name</b>	<b>Signature</b>	<b>Date</b>