6.0 DIRECTOR INFORMATION & COMMUNICATION TECHNOLOGY (ICT)

Job Title   :   **Director Information & Communication Technology (ICT)**

Ref. No.   :   **NHIF/DICT/006/22**

Reporting to   :   **Chief Executive Officer**

Reporting to the Chief Executive Officer, the successful candidate will provide strategic corporate Information and Communication Technology services including selection, acquisition, development and installation of all ICT systems, applications and infrastructure.

JOB PROFILE

Leadership and Advisory

- Lead, direct and oversee ICT function and ensure continuous operation and cost-efficiency of the ERP information systems, data analytics systems, networks, database and data security systems.
- Develop and implement NHIF's ICT strategy in consultation with the Board, Chief Executive Officer and other directorates;
- Lead the development and implementation of the Information Systems & Security and Infrastructure and Services departments' strategic and operational plans and performance measurement that promotes accountability and success;
- Lead and promote a strong internal ICT customer service culture, ensuring a service delivery approach that is responsive to the operational and strategic needs of the NHIF;
- Oversee the development, implementation, coordination and the preparation of strategic procurement plans and tender specifications for purchasing capital equipment, goods and services as provided in the annual budget of the Directorate of ICT.

Infrastructure Design and Support

- Supervise the management of planning, development, deployment, operations and maintenance of IT based information systems in NHIF, including the branches;
- Supervise the management of secure NHIF ICT enterprise infrastructure and services;
- Guide and coordinate all ICT projects related to selection, acquisition, development and installation of major information systems for NHIF while managing all ICT vendor relationships;
- development and implementation of systems for data analytics, data quality assurance and accountability for data management and use;

Policy Development and Implementation and Innovation

- Oversee development and implementation of ICT policies;
- Develop, manage and monitor the ICT budgets and policy guidelines
- Seek for innovative, integrated, reliable and sustainable technology services.
- promote a culture of continuous improvement and business excellence, recognizing achievement and innovation;

Stakeholder Engagement

- Coordinate the development and implementation of systems for data analytics, data quality assurance and accountability for data management and use;
- Implement and educate on cost effective, best practice and sustainable ICT capability for internal and external stakeholders including Scheme members and healthcare providers;
- Oversee coordination of ICT needs with other NHIF directorates, branch offices and external institutions to support planning and development of information systems;
- Build a sustainable positive working environment within the Directorate for ICT

Key competencies
- Critical Thinking and Problem Solving.
- Strong Communication and interpersonal skills.
- Ability to collaborate and make individual contributions on an unprecedented scale.
- Ability to adapt to rapid changes without losing focus on the strategic goal.
- Ability to establish and lead a team to achieve a common goal.
- Strong work and professional ethic and integrity.
- Manage strong relationships with both internal and external customers

Person Specifications

For appointment to this grade an officer must have at least:

i) At least fifteen (15) years' work experience five (5) of which should be in Senior management;

ii) Master's Degree in any of the following disciplines: -Information Technology, Computer Science, Business IT, Software Engineering, ICT Project Management, Computer Engineering, Data protection & Security or any other relevant and equivalent qualification from a recognized Institution;

iii) Bachelor's Degree in any of the following: Information Technology, Computer Science, Business IT, Software Engineering, ICT Project Management, Computer Engineering or their equivalent from a recognized Institution;

iv) At least any one (1) certifications in either IT management or Information Security or Professional certifications such as CISM, CEH, CompTIA Security+, CISSP, GSEC CompTIA Project+, CAPM, CGEIT, CSM, CISSP, COBIT, CCNP, CDCP, CCNA Cloud, CCNA Industrial/IoT, CCNA, MCSE, MCSA, MCSD, N+, A+ OCA, CISSP, Linux+, Network+, Microsoft Certified IT Professional (MCITP) or their equivalent;

v) Be a member of a relevant ICT professional body;

vi) Leadership and Management Course lasting not less than four (4) weeks from a recognized institution;

vii) Fulfilled the requirements of Chapter Six of the Constitution;

viii) Demonstrated merit and ability as reflected in work performance and results.

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