DIRECTOR TRANSFORMATION SERVICES & ICT   REF: TNH/HRD/ICT/12/2023

Reporting to the Chief Executive Officer, the position holder will be responsible for championing continuous optimization of the Hospital's operations and processes, including ensuring innovation/renewal of core processes and leading practice marketing and customer experience management strategies and systems. The position holder will also be responsible for overseeing and managing ICT function and ensuring continuous availability of Hospital systems, networks, and database, including data security systems, in order to achieve reliability and optimum support for hospital operations.

ROLES AND RESPONSIBILITIES

a) Define the hospital' s digital strategy in order to drive innovation and ensure automation of patient facing and back-office processes in line with the hospital's strategy.

b) Demonstrate ownership of and communicate the ICT strategic direction and objectives to all staff to promote employee engagement and productivity.

c) Provide ICT advisory support to the senior management as the hospital's ICT lead.

d) Develop actionable work plans to ensure effective implementation of the division's strategic objectives.

e) Create a process for generating and developing creative ideas to optimize hospital operations and improve patient experience through technology.

f) Ensure management of the hospital's IT infrastructure including planning, maintenance and sourcing in line with the Hospital's needs.

g) Oversee administration of ICT applications across all hospital operations and ensure ease of access and use of the applications to enhance service delivery.

h) Put in place information security systems and measures to ensure the hospital's ICT environment is secure in place in line with industry standards.

i) Lead implementation of all IT projects to ensure innovations meet the Hospital's technology advancement appetite and value for money.

j) Put in place vendor management processes and all IT related obligations to ensure the Hospital's needs are met.

k) Ensure efficient and effective user support and adequate support for the systems in place to all departments.

l) Put in place disaster management and business continuity processes and infrastructure to ensure business continuity for the hospital operations.

m) Determine required capabilities for continued relevance of the Hospital within the unfolding landscape and provide input into the learning and development plan for the Hospital.

n) Oversee and coordinate the day-to-day activities of the ICT division to ensure quality and efficient service delivery.

o) Ensure implementation of all hospital approved quality management systems including ISO standards, environmental management system (EMS) and occupational health and safety (OH&S) among others to ensure full compliance of the ICT division to the guidelines.

p) Prepare the ICT annual budget and monitor its implementation upon approval to ensure cost containment and value for money.

q) Identify, deploy, and motivate the ICT team including performance appraisal, identification of training needs, mentorship and coaching as well as leave and absence management in line with the hospital's people agenda; and

r) Any other responsibilities that may be assigned to the job holder by the supervisor from time to time.

EDUCATION AND EXPERIENCE

- A master's degree in Information Technology, Computer Science, Computer Engineering, or any other related fields from a recognized institution would be an added advantage.

- Bachelor's degree in Information Technology, Computer Science, Computer Engineering or any other related field from a recognized institution.

- Minimum of 8 years' information technology experience including computer operations management, multiple roles in systems implementation, architecture, security/compliance, business-wide strategic planning responsibility with 5 years at management level.

- Experience in developing scalable enterprise solutions and being abreast with modern emerging technologies such as AI, Cloud (Cloud Migration and Management, Back-Up, Cloud Native Infrastructure Solutions, Integration Planning Capability, Cloud Security Solution – Compliance, Cloud Security Framework Design and Evaluation) and distributed ledgers.

- Professional ICT qualifications such as Microsoft Certified Systems Engineer (MCSE), CCNA or other equivalent and recognized qualifications will be an added advantage.
- Membership of Professional bodies e.g. CSK (Computer Society of Kenya) Association of Computing Practitioners –Kenya (ACPK) or any.

CORE COMPETENCIES

- Strategic thinking and problem -solving.
- Analytical and creative thinking skills.
- Ability to conceptualize ideas and develop prototypes.
- Demonstrated affinity for continuous learning.
- Self – motivated and drive.
- An adventurous and entrepreneurial personality.
- Strong persuasion and negotiation skills.
- Strong business acumen/business orientation
- Ability to provide direction, solve diverse range of issues and problems and meet deadlines.
- Ability to manage up and down within the organization.
- Emotional maturity and ability to use diplomacy to deal with conflicts and to arbitrate solutions successfully.
- Demonstrated proficiency in facilitating teams and diverse groups.
- Ability to prioritize and manage work against critical project timelines in a fast-paced environment.
- Excellent research skills.
- Good customer relationship management skills.

If your background, experience and competence match the above specifications, please send your application (cover letter & CV/Resume) quoting the job reference number, testimonials and full contact details of 3 referees, to reach the undersigned not later than **29th December 2023.**

Only shortlisted candidates will be contacted. If you do not hear from us within two weeks post application, please consider your application unsuccessful.
All communications to successful candidates will be done using official contacts as listed on our website.

*The Nairobi Hospital does **NOT** charge recruitment fees.*

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