



THE NAIROBI HOSPITAL

Career Opportunity

The Nairobi Hospital, a leading health care institution in Eastern Africa has an excellent career opportunity for an individual who possesses a passion for excellence, strong work ethic, results oriented and committed to continuous improvement. The successful candidate will be a team player with the ability to effectively provide strategic and operational support to The Nairobi Hospital leaders and employees on Information, Communication & Technology (ICT) functions across the organization in a highly client-focused manner and in line with our Strategic Plan (2019-2024).

MANAGER INFRASTRUCTURE & SERVICE DELIVERY - REF: TNH/HRD/MISD/12/2023

Reporting to the Head of ICT, the successful candidate will be responsible for managing the delivery of consistently high-quality IT services in the Hospital and ensuring proper functioning of all production job streams, operating system environments, hardware platforms, and peripherals as well as monitor systems and peripherals and may participate in production job stream and system recovery efforts.

ROLES AND RESPONSIBILITIES

- Participate in the development and implementation of the ICT strategy for the hospital that ensures effective use of the ICT systems.
- Develop policies and procedures for IT Infrastructure and provide guidance in the interpretation and implementation of the same.
- Mobilize, motivate, and influence technical proposals for solutions involving product roadmaps, upgrades, application performance, high-availability and disaster recovery solutions.
- Provide support to various hardware platform services across a range of business portfolios and support the end-to-end operations of services, including maximum coverage, service roadmaps and standards, vendor management, and budget input.
- Participate in strategic network planning (LAN/WAN), tactical operation planning, and the development of contingency operation plans.
- Manage infrastructure components (PCs, and Printers & communication system) and systems to provide IT services.
- Review and approve all modifications to IT infrastructure components and provide guidance and input on new technologies acquisition.
- Provide second level support for incidents and problems.

- Undertake root cause analysis and service improvement solutions.
- Deliver and manage all IT hardware during office moves/ expansions/ refurbishment.
- Adhere to the Hospital's and ITIL guidelines for Incident, Problem, and Change Management.
- Manage 3rd party vendors (including issue escalation) and their services; creating, reviewing and updating underpinning contracts as well as agree on services to be delivered and measure these services as necessary to ensure value for money.
- Advice on hardware performance and evolving requirements of the Hospital.
- Manage system events and ensure that the appropriate procedures are defined and executed according to the process and policy requirements.
- Execute scheduled or unscheduled tasks relating to operational maintenance and monitoring of IT infrastructure.
- Ensure that IT infrastructure services are integrated based on designs, and participating in automation, consolidation, and centralization projects.
- Maintain direct communication with users to understand their experience with systems.
- Proactively improve service availability and optimize the availability of the IT infrastructure.
- Manage the incidents, problems, change and requests.
- Manage and coordinate urgent and complicated support issues and become the incident manager in major incidents.
- Develop and mature phone & email ticket escalation processes to ensure free flowing escalation and information within the Hospital.
- Ticket management of Incidents, problems change and new requests.
- Maintain schedules through the maintenance calendar and tasks.
- Act as escalation point for all incidents and requests.
- Take ownership of major incidents to ensuring coordination of resolving parties, effective communication to stakeholders and post incident review.
- Monitor, control and support service delivery; ensuring systems, methodologies and procedures are in place and followed.
- Build, maintain and analyse service reports to address any possible delays before it occurs.
- Follow up, escalate and take action if service delivery is not meeting expectations.
- Propose any amendments to improve processes.
- Drive internal and third-party service review meetings covering performance, service improvements, quality and processes;
- Deliver excellent presentation and audio-visual support, ensure meeting rooms' technology is maintained to high standards and routinely checked to ensure high levels of availability;
- Identify, deploy and motivate the infrastructure & service delivery 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

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

EDUCATION AND EXPERIENCE

- Bachelor's degree in Information Technology, Computer Science, Computer Information System, Software Engineering or any other equivalent field from a recognized institution.
- Professional ICT qualifications such as ITIL, CCNA, MCSE or Virtualization (VMware).
- Minimum of 8 years' experience in a similar role with 5 years at management level.

CORE COMPETENCIES

- Experience of managing 3rd parties and 3rd party delivered services.
- Service Management or Support in a large-scale and diverse environment of incident management, escalation procedures and related disciplines.
- Expert knowledge of ITIL & ITEL disciplines.
- Excellent customer facing/customer service skills.
- Able to work under pressure and meet deadlines.
- Understanding of IP networks traffic, firewalls, routing etc.
- Project management skills
- Good knowledge of current IT standards for OS, Databases, Infrastructure and applications.
- Thorough knowledge of cloud computing and virtual infrastructure management.
- Knowledge of IT Security and data protection operations and legislation (e.g. GDPR)
- Leadership and organizational skills
- Excellent analytical and problem-solving skills.
- Good communication skills.

If your background, experience and competence match the above specifications, please send us 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 **the 13th December 2023**. Only shortlisted candidates will be contacted. We shall **ONLY** accept **ONLINE** applications and contact **SHORTLISTED** candidates.

THE NAIROBI HOSPITAL DOES NOT CHARGE RECRUITMENT FEES.

**Human Resources Manager
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NAIROBI**

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