

VACANCY FOR:

DEPUTY DIGITAL / TECHNOLOGY MANAGER

REPORTS TO: Head, Digital & IT Services

JOB DESCRIPTION:: The Deputy Digital/Technology Manager supports driving the strategic leadership and operational management of the IT function, ensuring the effective delivery of digital & technology services across the organization for the organization's competitive advantages.



BACKGROUND

This role supports the Head of Digital & Information Technology Services to provide end-to-end oversight of Technology operations, Infrastructure, Enterprise Applications, and Cybersecurity, ensuring secure, scalable, and reliable systems that drive business outcomes and performance. This will involve deploying and managing enterprise digital products that align with the Company's business goals to deliver continuously improved, exceptional user experiences to customers, employees, and other stakeholders.



KEY RESPONSIBILITIES

Leadership & Strategy

- Support the execution of the Technology strategy to drive organizational business objectives and expected outcomes.
- Lead various sub-units in IT teams (Infrastructure and Applications, etc.), ensuring high standards of delivery, innovation, and performance.
- Lead innovation and continuous improvement across the organization through digital & emerging technologies (Artificial Intelligence (AI), Machine Learning, Robotic Process Automation (RPA), etc.).
- Deputize for the Head of IT to prepare and present IT reports to management committees and the board.
- Support IT reporting, budget planning, cost optimization, and vendor management.
- Ensure adherence to and timely review of IT Policy and standard operating procedures, along with satisfactory internal and external audit ratings.

Infrastructure Management

- Manage the operation and modernization of IT infrastructure, including networks, servers, storage, cloud services, and end-user computing.
- Ensure high availability, resilience, and performance of technology services.
- Implement and manage disaster recovery and business continuity frameworks.
- Manage automation and efficiency in IT operations.

Applications Management

- Supervise the lifecycle of enterprise applications (ERP – Microsoft Dynamics' experience is required, CRM, HR, Finance, and custom applications).
- Partner with business units to ensure applications meet operational and strategic needs.
- Oversee integration, upgrades, and enhancements of business systems.
- Ensure change management and release processes are adhered to with minimal disruption.

Cybersecurity & Risk Management

- Support cybersecurity policies, frameworks, and best practices.
- Manage risk assessments, vulnerability management, and incident response processes.
- Ensure compliance with data protection regulations and industry security standards.
- Support a culture of security awareness across the organization.

Operational Excellence & Innovation

- Monitor IT performance through KPIs, SLAs, and regular reporting.
- Ensures effective technology service management to internal users and external stakeholders.
- Manage relationships with technology vendors, service providers, and regulators.
- Drive the adoption of digital products across business units to improve enterprise digital literacy, continuous improvement, and innovation, and support the development of an enterprise-wide in-house e-learning program.



QUALIFICATIONS & EXPERIENCE

1. Bachelor's degree in computer science, Information Technology, Engineering, or related discipline.
2. Professional certifications in relevant areas.
3. Minimum of 7 years of progressive and relevant IT experience with at least 1 year in a manager role, which includes managing an agile software development team.
4. Proven track record in managing IT infrastructure (servers, network appliances & connections), enterprise applications, and cybersecurity operations is required.
5. Significant hands-on experience in deploying and managing enterprise digital solutions on various Microsoft Azure cloud environments across PaaS, IaaS, SaaS, Kubernetes, Serverless computing, etc. is mandatory.
6. Proven experience in deploying and managing Microsoft Windows Server roles (AD, DHCP, Certificate Server, DNS, etc.) and Microsoft SQL Servers is mandatory.
7. Experience in AI and ML solutions
8. Experience leading IT projects and cross-functional teams.



SKILLS & COMPETENCIES

- Strong leadership and team management capabilities.
- Deep technical knowledge of infrastructure, application development, and cybersecurity.
- Excellent problem-solving, analytical, and decision-making skills.
- Effective communication and stakeholder management at all organizational levels.
- Microsoft Azure Cloud Services (IaaS, PaaS & SaaS)



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