

JOB DESCRIPTION

1. JOB DETAILS:

Company:	Dana Energy
Location:	Headquarters
Department:	Information & Communication Technology
Position Title:	Information Systems Manager
Grade:	13
Reports to:	ICT Director
Job Type:	Full Time

2. JOB PURPOSE:

Information Systems Manager assists in achieving organization goals by defining, integrating, and upgrading a comprehensive information systems architecture, including ERP and non-ERP systems.

Information Systems Manager also achieves information architecture objectives by contributing information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits; identifying trends; determining system improvements.

Information Systems Manager is responsible for the implementation of technology within an organisation and direct the work of systems and business analysts, developers.

3. JOB DIMENSIONS:

Number of Staff Supervised:	Direct Reports:	▪ 2
	Direct Matrix Reports:	▪
	Total Reports:	▪ 2
Financial Dimensions:		▪

4. KEY ACCOUNTABILITIES:

Description

- Assists in defining enterprise information architecture, including ERP and non-ERP systems, by analyzing information requirements; determining systems architecture, components, and technologies; studying business operations and user-interface requirements; directing development of physical database.
- Understands business goals and strategies and help the business determine ways to leverage technology in achieving these goals. Assists the business into adopting best practices that lead to lowest TCO.
- Evaluates user needs and system functionality and ensuring that ICT facilities meet these needs.
- Creates and maintains project work schedules, track customer requirements and translate customer requests into project deliverables.
- Develops strong relationships with the business IS coordinators and key business leaders to ensure that the Information Systems Management team and ERP implementation contractor is delivering value for the business.
- Assists in business process re-engineering entails re-designing the way work is done so that the organisation's goal is met and costs are reduced. This requires an understanding of the capabilities and constraints of technology and resource implications in terms of budgets, as well as the training and recruitment of specialist staff.

- Assesses, recommends improvements to company information management systems including ERP based on Best Practice knowledge of information systems.
- Improves information usefulness by tracking emerging technologies; evaluating their applicability to business goals and operational requirements.
- Works with ICT Director and ExComm to define strategic plans and reviews; preparing and completing action plans, and lead ERP steering committees through relevant decision-making.
- Works with ICT Director to provide input to define and document business plans.
- Evaluates staff performance and results based on established, documented goals. Identify and determine staff development need and opportunities within supervised area. Identifies and designs training programs.

5. COMMUNICATIONS & WORKING RELATIONSHIPS:

- Internal: mainly with representatives from various business units and departments on one side and ICT stakeholders and developers on the other side, and also a variety of end users. This involves formal correspondence with stakeholders and also other communication ways such as by phone, by email, and in person.
- External: On certain circumstances, communication with external parties is involved. Whether on technical side (e.g. third party service providers) or on business side (e.g. business partners), conventional communications could take place, hence affecting the image of the company.

6. FRAMEWORKS, BOUNDARIES, & DECISION MAKING AUTHORITY:

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7. QUALIFICATIONS, EXPERIENCE, & SKILLS:

Minimum Qualifications:

- Master of Science in information technology or related field and/or equivalent combination of education, training and experience.
- At least 3 years of experience within Business Processes Management
- At least 3 years of experience working with cross-functional teams and colleagues at different management level.
- Experiences using Business Process, Project Management and Quality Assurance methodology and tools.
- IFS Associate Courses
- Analytical and reporting skills for program / project management and key performance indicators.
- English language proficiency level: ILR-3 (Professional Working Proficiency)
- Strategic planning, persuasion, organizational astuteness, business knowledge, software architecture, network design, database design, dealing with complexity, problem solving
- Thinking creatively/outside of the box to solve business problems.
- Strong capabilities of communication within interdisciplinary teams.
- Strong interpersonal skills.
- Familiar with Service Oriented Architecture and with Service Portfolios

Preferred Qualifications:

- Willingness to work occasionally outside of normal business hours.
- COBIT or ITIL certification is a plus
- IFS Specialist Courses
- TOGAF 9 Certified

Statements in this Description are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.

10. APPROVALS:				
Line Manager (Dept. Manager / Function Head):				
Signature			Date	
Group Human Resources Director:				
Signature			Date	