

JOB DESCRIPTION

BAND	GRADE	SUB GRADE

Title of Position: Business Systems Manager

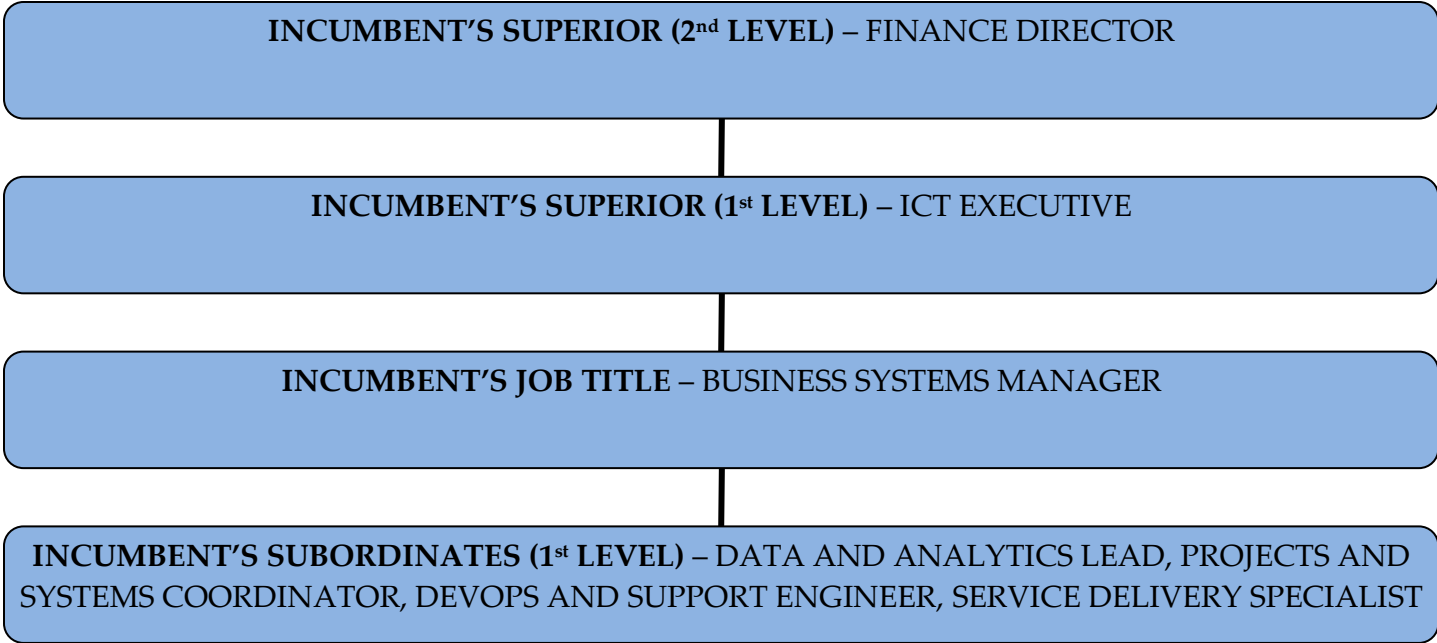
Title of Immediate Supervisor: ICT Executive

Titles of Direct Subordinate(s): Data and Analytics Lead, Project and Systems Coordinator, DevOps and Support Systems Engineer, Service Delivery Specialist

Location: Harare

SECTION A: REPORTING RELATIONSHIP

Private & Confidential
ORGANOGRAM



JOB DESCRIPTION

SECTION B: OVERALL PURPOSE

In consultation with the ICT Executive, to develop the ICT strategy and plan, coordinate, and design ICT-related activities that enable the business to achieve its overall strategic objectives. To continuously monitor developments in technology and identify those appropriate for use in the group. The incumbent defines, manages and implements ICT procedures in line with best practices.

SECTION C: MAIN DUTIES & RESPONSIBILITIES

MAIN DUTY AND RESPONSIBILITY	PERFORMANCE STANDARD
<p><u>STRATEGIC</u></p> <ul style="list-style-type: none">Identify, procure, design and implement appropriate Information Technologies that help SHAL in meeting business requirements.Provide input into the Supply Chain department for the selection and relationship management of IT suppliers in line with Supply Chain Framework.Provide ICT capability development to SHAL.Participate in the overall SHAL Strategy formulation as a technology resource as well as a secretariat member.	<p>ICT Strategy Document</p> <p>Projects Register</p>
<p><u>INNOVATION</u></p> <ul style="list-style-type: none">Monitor technological trends, innovations, automation that SHAL can adopt to simplify processes; Translate opportunities into actionable projects.Provide input into group acquisition projects to ensure compatibility with existing systems, for ease of integrations	<p>Completed projects</p>
<p><u>BUSINESS SYSTEMS SUPPORT</u></p> <ul style="list-style-type: none">Provide administrative and end-user support for business systems (incl. ERP and related add-on applications, Fiscalisation solutions, BI & Reporting solutions, Payroll systems, etc.)Manage access into SHAL applications systems and ensure appropriate segregation of roles are maintainedGive input into Internal and External Auditors to facilitate their auditing activitiesDevelop processes to monitor and promote utilization of ICT solutions by the businessGive input into the group Business Continuity Plans and Disaster Recovery	<p>Customer satisfaction</p> <p>Number of access breaches</p> <p>Audit process & findings</p>

JOB DESCRIPTION

MAIN DUTY AND RESPONSIBILITY	PERFORMANCE STANDARD
<p>plans to ensure appropriate investments are made to guarantee availability and recoverability of systems</p> <ul style="list-style-type: none"> • Ensure adequate support and resources are availed for Remote Working • Attend SBUs Management Committee meetings as technology resource and to extract ICT Projects' opportunities. 	
<p><u>SERVICE DESK</u></p> <ul style="list-style-type: none"> • Ensure all issues requiring ICT support are recorded in the Service Desk systems • Ensure timely resolution of all issues as assigned in Service Desk systems • Track own and team Service Desk performance metrics to ensure ICT department meets business support objectives • Identify and recommend appropriate ICT resources for associates • Manage ICT team assignments to ensure on-site presence is attained according to schedule plans 	<p>Performance reviews</p> <p>Closure rate of logs</p> <p>Response times</p> <p>Specific KPIs</p>
<p><u>ADMINISTRATION AND HR</u></p> <ul style="list-style-type: none"> • Manage the administrative activities of subordinates through direct reports, performance reviews, coaching and mentoring. • Provide ICT capability development. • Identify and participate in the recruitment of competent IT resources. • Conduct performance appraisals and ensure attainment of set objectives and provide performance feedback 	<p>Performance reviews</p>
<p><u>COMPLIANCE</u></p> <ul style="list-style-type: none"> • Ensure all Licensed systems are valid and regulatory requirements are adhered to. Engage stakeholders and manage the license acquisition or renewal process. • Manage environment in compliance to set policies and objectives 	<p>No expiries</p> <p>Zero repeat Audit findings</p>
<p><u>QUALITY, ENVIRONMENT, OCCUPATIONAL SAFETY AND HEALTH</u></p> <p>Management Systems and QEOSH Commitment</p> <p>Carry out all duties with regards to effective implementation, maintenance and improvement of SHAL management systems including:</p> <ul style="list-style-type: none"> • Quality Management Systems Standards (ISO 9001:2015) • Occupational Health and Safety Systems Standards (ISO 45001:2018) • Environmental Management Systems Standards (ISO 14001: 2015) • Food Safety Systems Standards (FSSC 22000) • Coca-Cola KORE Requirements • Information Security Management System (ISO/IEC27001) • IT Service Management (ISO20000) 	<p>Maintain certification</p> <p>Zero repeat findings</p>

JOB DESCRIPTION

MAIN DUTY AND RESPONSIBILITY	PERFORMANCE STANDARD
<ul style="list-style-type: none"> COVID-19 Regulations 	
<u>TRAINING & DEVELOPMENT</u> <ul style="list-style-type: none"> Manage IT training plans for the business and ensure appropriate resources are assigned. Adhere to personal development plans 	Training Plans Personal development plans
<u>BUDGET CONTROL</u> <ul style="list-style-type: none"> Input into ICT budgetary process for SHAL Ensure team activities and acquisitions are performed within set budgets Manage departmental expenditure and execute the budget 	ICT Annual budget Budget variance

SECTION D: DECISION MAKING:

- Provide decision support on strategic company information that Business Executives in the SBUs use to make relevant decisions.
- Decisions related to resources and resource allocation.
- Appropriate technological applications and resource to acquire and/or implement to best meet company requirements.
- Recommendations on purchasing decisions
- To give support in absence of ICT Executive.
- Decision on designing of relevant custom solutions in response to changing business needs.
- Determines business training needs

SECTION E: PROBLEM SOLVING

Typical problems experienced in this position include the following:

- Articulate business requirements into technological solutions.
- Ability to communicate technology to all levels in the SBU in business case rationale.
- Must have ability to work with limited resources.
- Working with cross functional teams in all levels and geographical locations of the company.
- Increase ICT usage and utilization within SHAL.

JOB DESCRIPTION

SECTION F: PLANNING REQUIRED

The incumbent must be able to plan issues related to the following:

- Technology refresh through acquisition/ replacement, and resource allocation within SHAL
- User training needs and plans.
- Fiscalisation activities to comply to regulatory requirements
- IT Strategic planning in preparation for the SHAL and SBUs strategic planning processes.
- Weekly plans associated with running projects.
- Budgetary planning.
- Project Plans
- Depot visit plans
- Adherence to Business reporting cycles

SECTION G: SUPERVISORY RESPONSIBILITY

a. Supervision Given

Job Title Of Direct Subordinate(s)	Method And Frequency Of Supervision
Data and Analytics Lead, Project and Systems Coordinator, DevOps and Support Systems Engineer, Service Delivery Specialist	Quarterly performance review of direct reports,
	Monthly review of performance reports
	Weekly updates on Projects Statuses
	Weekly review of activity in Service desk systems
	Internal and external audit report analysis – annual, as required
	Departmental meetings & Coaching

b. Supervision Received

Job Title Of Immediate Supervisor(s)	Method And Frequency Of Supervision
ICT Executive	Formal/Informal meeting and discussions
	Reports monthly – Opex/Capex vs budget, Reports on project statuses.
	Monthly and Quarterly reviews
	Planned activities executed efficiently and

JOB DESCRIPTION

	effectively as measured by service desk. Participation in select GEC review meetings Acting opportunities Coaching
	Formal/Informal meeting and discussions

SECTION H: WORKPLACE HAZARDS FACED BY EMPLOYEE

- Emotional strain (occupational & emotional stress, depression, conflict & abuse (when supporting clients), long hours (impacting work-life-balance)
- Ergonomics – (postures, Repetitive Strain Injury (RSI), Computer Vision Syndrome)
- Physical Hazards (tripping, electrocution)
- Lockouts/ tagouts
- Radiation

SECTION I: ACADEMIC QUALIFICATION/TRAINING REQUIRED FOR THE POSITION

a. Academic Qualification and Experience

- Bachelor's Degree in Computer Science, or Information Technology
- An MBA, MDP or EDP or qualification in Finance or a business operations discipline is an added advantage

At least 5 years' experience in IT service provision, Systems Development, ERP support, Project Management with at least 2 of these in a management role. Experience in food manufacturing industry with direct involvement in systems support is an advantage.

Specific Competencies Required

- Strong analytical and problem solving skills
- Excellent customer relations
- A good understanding of the business processes
- Staff Management Skills
- ERP implementation and support
- Time and Change Management

JOB DESCRIPTION

b. Additional Training Required

- A good understanding of the business processes
- Change Management
- Budgeting and budget control
- ERP
- Project Management

SECTION J: CRITICAL OR TECHNICAL COMPETENCIES REQUIRED


Technical Proficiency

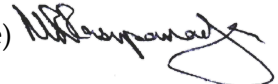
- Specific on-going training on solutions deployed in SHAL

Specific Competencies

- Excellent customer relations
- Effective communication skills
- Budget control
- Leadership skills

CONFIRMATION OF JOB DESCRIPTION

Agreed by Incumbent (Name) B. M. Mbulayi (Signature)  Date 19-11-2021

Agreed by Supervisor (Name) P. Maunze (Signature)  Date 22-11-21