

<b>GRADE</b>

**Title of Position:** Applications Support and Operations Manager

**Title of Immediate Supervisor:** Head – Information and Communications Technology

**Titles of Direct Subordinate(s):** Application Support Specialist, ICT Analyst

**Location:** Harare

## SECTION A: REPORTING RELATIONSHIP

### ORGANOGRAM

INCUMBENT'S SUPERIOR (2<sup>nd</sup> LEVEL) – None

INCUMBENT'S SUPERIOR (1<sup>st</sup> LEVEL) – MANAGING DIRECTOR

INCUMBENT'S JOB TITLE – HEAD – INFORMATION AND COMMUNICATIONS TECHNOLOGY

INCUMBENT'S SUBORDINATES (1<sup>st</sup> LEVEL) – Infrastructure Manager, Applications Support and Operations Manager

## SECTION B: OVERALL PURPOSE

Manages the implementation, operation, maintenance and support of all application technologies within National Building Society. The Applications Support and Operations Manager is responsible for the Management of applications projects, ICT Service Management for all applications, supervision of applications support and operations staff members and recommendations to the Head of ICT regarding ICT applications strategies, policy and procedures that support business strategies for sustainable growth, service excellence and profit maximization.

## SECTION C: MAIN DUTIES & RESPONSIBILITIES

MAIN DUTY AND RESPONSIBILITY
<p><b>A. <u>GENERAL MANAGEMENT (Align, Plan and Organise)</u></b></p> <ul style="list-style-type: none"><li>i. Contribute to ICT Strategy</li><li>ii. Manage Applications Architecture</li><li>iii. Manage Applications Innovation</li><li>iv. Manage Applications and Operations Budget and Costs</li><li>v. Manage Applications Support and Operations Human Resources</li><li>vi. Manage Applications Relationships</li><li>vii. Manage Applications Service Agreements</li><li>viii. Manage Applications Suppliers</li><li>ix. Manage Applications Quality</li><li>x. Manage Applications Risk</li><li>xi. Manage Applications Security</li></ul> <p><b>B. <u>PROJECT MANAGEMENT (Acquire, Build and Implement)</u></b></p> <ul style="list-style-type: none"><li>i. Manage applications programs and projects</li><li>ii. Manage applications requirements definition</li><li>iii. Manage solutions identification and build</li><li>iv. Manage applications availability and capacity</li><li>v. Manage applications change</li><li>vi. Manage applications change acceptance and transitioning</li><li>vii. Manage applications Knowledge</li><li>viii. Manage applications Assets</li><li>ix. Manage Applications Configuration</li></ul>

## MAIN DUTY AND RESPONSIBILITY

### **C. SERVICE MANAGEMENT (Design, Service and Support )**

- i. Manage Operations
- ii. Manage Applications Service Requests and Incidents
- iii. Manage Applications Problems
- iv. Manage Continuity and Disaster Recovery
- v. Manage Business Process Controls

### **D. MONITORING (Monitor, Evaluate and Assess**

- i. Monitor, evaluate and Assess Performance and Conformance
- ii. Monitor, evaluate and Assess the System of Internal Control
- iii. Monitor, evaluate and Assess Compliance with external requirements

## **SECTION D: DECISION MAKING**

The job incumbent can make the following decisions without necessarily consulting his/her supervisor within policy and guaranteeing the development of a sound business framework for the Division.

- Decides on applications project implementation and evaluation strategies;
- Decides on applications improvement strategies;
- Develops applications budgets and monitors budget performance (taking corrective action where necessary);
- Decides on when approved changes are to be implemented to the live systems.
- Decides on solutions to a challenge in the event of a disaster or system malfunction.
- Decides on strategies to ensure smooth execution of ICT operations activities
- Technical training for applications support and operations employees;
- Decides on the prioritization of logged jobs

## SECTION E: PLANNING REQUIRED

The planning horizon of this job ranges from 1 months to two years. Short term plans and medium term plans are developed and implemented by the incumbent. Listed below are examples of plans (planning) that are made by this job:

- Resource utilization planning
- Planning software deployments and upgrades
- Operations and systems maintenance plan.
- Business Continuity plan.
- DRP simulation plan.
- Prioritizing outstanding calls
- Annual Leave plans
- Planning user training

## SECTION F: SUPERVISORY RESPONSIBILITY

### a. Supervision Given

Job Title Of Direct Subordinate(s)	Method And Frequency Of Supervision
	Department Meetings (Monthly)
	Reports (Weekly, Monthly, Quarterly, Annual)
	Feedback session/ meetings (Ad hoc)
	Performance Appraisals (Bi Annually)

**b. Supervision Received**

<b>Job Title Of Immediate Supervisor(s)</b>	<b>Method And Frequency Of Supervision</b>
	Departmental Reports (Monthly)
	Meetings (Monthly)
	Executive Management Meeting (Monthly)
	Performance Appraisal (Quarterly)

**SECTION G: PROBLEM SOLVING**

Listed below are the typical work related problems that may be experienced in this position:

- Managing difficult internal and external clients
- Determining which helpdesk issues to prioritize
- Managing scarce human resources in demanding support environment
- Managing delicate balance between cost containment and providing timely support to customers
- Ensuring Systems are properly tested and all documentation is in place
- Addressing or attending to complicated ICT System challenges
- Ensure compliance to service level agreement in terms of support
- Deciding on action to take during a disaster
- Ensure compliance of systems to audit requirements
- Ensure all challenges, delays and problems are escalated within the expected times.

**SECTION H: ACADEMIC QUALIFICATION/TRAINING REQUIRED**

**a. Academic Qualification and Experience**

**National Building Society Job Description – Head Information and Communications Technology**

- b. Minimum B.Sc. Information Systems, Computer Science, Electronic Engineering, Telecommunications Engineering or equivalent.
- c. Information Technology Infrastructure Library (ITIL foundation).
- d. A minimum of 5 years similar work experience, 3 years of which should have been at a managerial level preferably in the Banking and Financial services sector.

**e. Additional Training Required**

The incumbent MAY need the following on-going training in-order to perform this job effectively:

- ICT Service Management
- ICT Governance
- ICT Security
- Business Process Engineering
- Project Management Training – particularly, Prince II

**SECTION I: CRITICAL OR TECHNICAL COMPETENCIES REQUIRED**

- Must have system administration skills
- Ability to liaise with senior stakeholders and manage expectations
- Must be have knowledge of project management
- Must understand requirements Analysis
- Must have Data Analysis skills
- Must have good communication skills
- Must be able to work with minimal supervision
- Must have strong analytical and problem solving skills
- Must be customer focused and results-oriented
- Must be able to coach and mentor subordinates;
- Business Continuity Management practices and protocols, including in-depth knowledge of international BCM standards promoted by BCI and DR. and ISO

**National Building Society Job Description – Head Information and Communications Technology**

- Must have knowledge of DB2, Oracle and SQL databases; IBM WAS, MQ Series and JBOSS Application servers.
- Must have knowledge of system integration.

### **CONFIRMATION OF JOB DESCRIPTION**

_____	_____	_____
Agreed by Incumbent (Name)	(Signature)	Date

_____	_____	_____
Agreed by Supervisor (Name)	(Signature)	Date