

Contact

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Top Skills

QGIS

Artificial Intelligence for Business

Strategic Human Resource Planning

Languages

English

Kiswahili

Certifications

MEMBER-IHRM

MASTERCLASS ON ARTIFICIAL INTELLIGENCE

Certified Cisco Network Associate

ITIL FOUNDATION & PRACTITIONER

HR PRACTICING CERTIFICATE

James Mukoma

Director of ICT | County Government of Garissa | GIS | AI
Kenya

Summary

Dynamic and visionary Director of ICT and e-Government for the County Government of Garissa, I bring over 10 years of extensive experience in leveraging technology to enhance governance, service delivery, and community engagement. My journey in the tech industry has been marked by a series of significant achievements that have contributed to the digital transformation of Garissa County, making government services more accessible and efficient for its citizens.

At the heart of my professional ethos is a strong belief in the power of collaboration. I have had the privilege of working closely with esteemed development partners such as the World Food Programme (WFP), UNICEF, World Bank, Mercy Corps, and USAID. Together, we have spearheaded numerous ICT and automation projects that have laid the foundation for a more connected and tech-savvy Garissa County.

I am also a passionate Geographic Information Systems (GIS) enthusiast. Currently, I am enhancing my expertise in ArcGIS through training with Esri Eastern Africa, and I am at the forefront of implementing an integrated GIS system for Garissa County. This initiative promises to revolutionize how we manage resources, plan development projects, and respond to emergencies by providing real-time, location-based insights.

In addition to my tech-centric roles, I am an accomplished HR expert. Certified as an HR practitioner and a member of the Institute of Human Resource Management (IHRM), I have a proven track record in HR management, having previously served as the Director of HR and Payroll Manager for Garissa County. My holistic understanding of both technological and human resource management allows me to lead teams effectively, fostering an environment where innovation and excellence thrive.

My academic and professional journeys have been driven by a constant thirst for knowledge and a desire to stay at the forefront of technological advancements. I have a keen interest in Artificial Intelligence (AI), continually exploring how AI can be leveraged to automate processes, enhance decision-making, and improve the quality of life for the citizens of Garissa.

As I look to the future, I am excited about the potential of emerging technologies and innovative HR practices to drive further transformation in Garissa County and beyond. I am always eager to connect with like-minded professionals, share insights, and explore new opportunities for collaboration and growth.

Experience

County Government of Garissa

9 years

Director of Information Communication Technology

January 2019 - Present (6 years 4 months)

Kenya

In my role as Director of ICT for Garissa County, I am responsible for spearheading the strategic planning and execution of ICT initiatives that enhance service delivery and infrastructure development. Here are my key duties and responsibilities

- Strategic Leadership:

Provide visionary leadership and coordination for all aspects of ICT strategy formulation and implementation, ensuring alignment with the broader goals of Garissa County.

- Vision for Innovation:

Foster a culture of innovation within the ICT department, creating a shared vision that emphasizes a devolved ICT environment with a robust, coordinated decision-making structure.

Infrastructure Enhancement:

Ensure that county staff are equipped with state-of-the-art ICT facilities and services, enhancing overall productivity and service delivery.

- **Systems Management:**

Monitor and maintain cutting-edge technology infrastructure to ensure maximum accessibility and reliability.

- **Operational Oversight:**

Direct the planning, organization, and control of information systems and electronic data processing (EDP) operations, ensuring optimal performance.

- **Policy Development:**

Develop and implement comprehensive policies and procedures for electronic data processing and computer systems operations, promoting best practices and systematizing development.

- **Project Coordination:**

Oversee a diverse portfolio of ICT projects, including the initiation and management of applications to external funding bodies.

- **Partnership Coordination:**

Actively coordinate all ICT projects with key development partners in Garissa County, including UNICEF, WFP, UNHCR, UN-HABITAT, and the World Bank. This collaboration is crucial for leveraging global expertise and resources.

- **Passion for Advanced Technologies:**

I am deeply passionate about Artificial Intelligence (AI) and Geographic Information Systems (GIS), integrating these technologies to drive innovation and improve decision-making within the county.

Human Resources Director

2016 - 2019 (3 years)

Garissa, Kenya

As the Director of Human Resources for the County Government of Garissa, I led a comprehensive array of HR initiatives that significantly enhanced the working environment and operational efficiency of county governance. My tenure was marked by strategic leadership and collaborative projects that aimed to bolster human resources practices within the county. Below are key aspects of my role:

- **Strategic HR Leadership:** Directed the HR department, developing and implementing strategies that aligned with the county's goals. Focused on

optimizing organizational structure and maximizing employee performance through innovative HR practices.

- **Development Partner Collaboration:** Worked closely with various international development partners including the World Bank, ILO, WFP, UNICEF, and USAID. These collaborations were pivotal in implementing programs aimed at enhancing HR capabilities and workforce development within the county.
- **Health and Welfare Initiatives:** Advocated for and successfully ensured that all staff of Garissa County were provided with a comprehensive medical cover, enhancing employee satisfaction and well-being.
- **Policy Development and Implementation:** Played a crucial role in the drafting and implementation of the HR policy for Garissa County, which established a framework for managing and developing the county's workforce in accordance with best practices.
- **Professional Affiliations:** An active member of the Institute of Human Resource Management (IHRM) and a certified HR Practitioner. These affiliations keep me connected with industry trends and continuous professional development.

Garissa County

Payroll Manager

February 2014 - December 2017 (3 years 11 months)

Garissa, Kenya

In my previous role as Payroll Manager for Garissa County, I spearheaded several key initiatives and managed critical functions that streamlined payroll operations and enhanced financial management within the county. Below are my core responsibilities and achievements:

- **Payroll System Development:** Developed and implemented an integrated payroll management system tailored specifically for the needs of Garissa County government. This system enhanced payroll accuracy, compliance, and efficiency.
- **Payroll Processing:** Managed the effective and timely processing of the monthly payroll for all county government employees. Ensured strict

adherence to financial policies and regulations, maintaining high standards of accuracy and reliability.

- **Budget Assistance:** Played a pivotal role in the preparation of the personnel budget, providing detailed analysis and forecasting to support strategic financial planning and allocation.

- **Strategic Improvements:** Introduced automation and streamlined payroll processes which significantly reduced errors and improved the operational speed, directly impacting the overall employee satisfaction and operational cost savings.

- **Compliance and Reporting:** Ensured all payroll activities complied with governmental laws and financial regulations, minimizing risk and enhancing governance in payroll management.

- **Team Leadership and Training:** Led a team of payroll specialists, fostering an environment of continuous improvement and professional development to maintain a high-performing team.

AVERY EAST AFRICA LTD

Axle load Control Manager

November 2011 - December 2012 (1 year 2 months)

As the Weighbridge Manager at Avery East Africa, contracted by the Kenya National Highways Authority (KeNHA), I was instrumental in enforcing axle load compliance to prevent road damage across Kenya. My role was pivotal in transitioning to the modern weighbridges that are currently operational, reflecting a significant enhancement in infrastructure management and compliance monitoring. Below are my key responsibilities and contributions:

- **Weighbridge System Management:** Developed and maintained the operational integrity of weighbridge systems to ensure accurate and reliable data capture of vehicle loads, playing a crucial role in the migration to modern weighbridge technologies.

- **ICT and Network Oversight:** Ensured the optimal functioning of all weighbridge-related ICT systems, including regular checks and maintenance of computers and other hardware. Managed both LAN and WAN to maintain a seamless data communication network.

- **Equipment Calibration Supervision:** Oversaw the regular calibration of weighing equipment, guaranteeing precision in measurements and compliance with legal standards.
- **Data Management and Analysis:** Compiled and analyzed axle-load data to monitor and report on vehicle compliance, contributing to the national efforts in road preservation.
- **Reporting and Recommendations:** Prepared detailed weekly and monthly management reports, summarizing findings and recommending actions based on analyzed results, which were crucial for strategic decisions made by KeNHA.
- **Software Maintenance:** Managed the maintenance of axle-matic software, ensuring its continuous improvement and reliability in operation.
- **Strategic Contribution:** Actively involved in consultations and planning sessions with KeNHA when transitioning to the modern digital weighbridge systems, ensuring that the new technology met the operational and strategic needs of Kenya's road monitoring framework.

Management Sciences for Health

System Administrator

March 2011 - November 2011 (9 months)

At Management Sciences for Health (MSH), I held a pivotal role as System Administrator, where I was responsible for maintaining and enhancing the ICT framework to support the organization's global health projects. My responsibilities encompassed a wide range of technical strategies and tasks designed to ensure operational efficiency and robust security across all ICT systems. Below are key highlights of my role:

- **Technical Support and Problem Resolution:** Provided one-on-one support to employees, resolving issues related to LAN, WAN, software, and hardware. Efficiently documented problems and resolutions in the helpdesk system to improve future troubleshooting and user support.

- **System Enhancements:** Spearheaded the strengthening and upgrading of current ICT systems within MSH, integrating various platforms and technologies to enhance operational efficiency and interfacing capabilities across the organization.
- **Network Management:** Set up and maintained the Local Area Network (LAN) adhering to certified standards of structured cabling and voice networks. Established and maintained Wide Area Networks (WANs) to ensure seamless connectivity with regional distribution centers.
- **Network Administration:** Assisted in comprehensive network management, including adding new users, managing network printers, and supervising contractors involved in network hardware maintenance. Ensured all configurations met MSH's operational requirements and security standards.
- **Software and Hardware Configuration:** Configured all MSH standard software and maintained applications within the LAN environment. Updated and configured hardware for optimal use, ensuring compatibility with MSH's networks, remote access systems, and internet connections.
- **Data Security and Disaster Recovery:** Implemented robust data backup and disaster recovery procedures, including virtualization technologies with Hyper-V and VMware, to minimize data loss and ensure business continuity.

Education

Jomo Kenyatta University of Agriculture and Technology
Master of Computer Science · (January 2013 - September 2022)

Jomo Kenyatta University of Agriculture and Technology (JKUAT)
Bachelor Of Science, Information Technology · (2006 - 2009)