



**JOB DESCRIPTION**

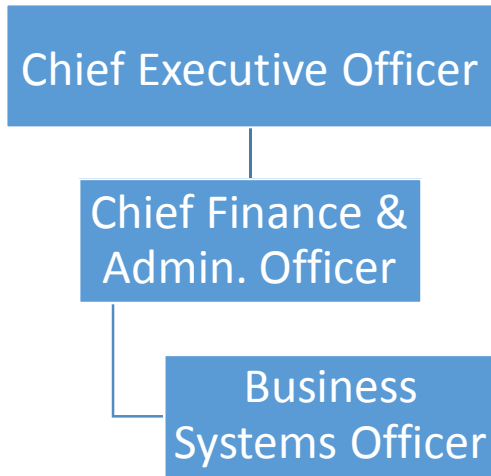
**1 IDENTIFICATION**

1.1	<b>Job title</b>	Business Systems Officer
1.2	<b>Job grade</b>	C
1.3	<b>Reporting to</b>	Chief Finance & Administration Officer
1.4	<b>Unit</b>	Finance and Administration
1.5	<b>Physical Location</b>	AMREF Flying Doctors, Wilson Airport, Nairobi

**2 MAIN PURPOSE OF JOB**

To initiate and maintain dynamic information systems that cater for AMREF Flying Doctors information needs and ensures use of appropriate information technology in line with the AFD ICT strategy.

**3 REPORTING RELATIONSHIPS (SUPERVISOR AND REPORTEES)**



#### 4 SCOPE OF JOB

- i. Oversee full operations of all Systems in AFD e.g. HRIS, Sun system, ERP etc.
- ii. Optimisation of systems for efficiency.
- iii. Development of in-house applications
- iv. Management of SLAs with contracted companies in ensuring compliance
- v. Coordination of development and management of SharePoint
- vi. Coordination of development of technology-based innovations in in AFD

#### 5 PRINCIPAL RESPONSIBILITIES

<b>KEY RESPONSIBILITIES</b>	<b>MAIN TASKS</b>
<b>Systems Management</b>	<ul style="list-style-type: none"> <li>• Oversee operations of systems across the organisation.</li> <li>• Optimise Systems for efficiency in performance.</li> <li>• Advise on systems acquisition in the organisation.</li> <li>• Negotiate with companies for sustainable SLAs for delivery of software to AFD.</li> </ul>
<b>Systems Planning</b>	<ul style="list-style-type: none"> <li>• Coordinate the development of technology-based innovations in AFD.</li> <li>• Conduct business analysis and software development lifecycle (waterfall, iterative, Agile) for software projects in the organisation.</li> <li>• Work closely with users to identify business needs, the costs and benefits of implementing computing solutions.</li> <li>• Network the organisation's information network through interconnecting the organisation's information systems.</li> <li>• Define software project requirements by identifying project milestones, phases, and elements; forming project team; establishing project budget.</li> </ul>
<b>Stakeholders analysis</b>	<ul style="list-style-type: none"> <li>• Identify the stakeholders who will be impacted by change and understand their influence and authority levels.</li> <li>• Conduct usability tests and ensure that user interface meet user requirements.</li> </ul>
<b>Risk Assessment</b>	<ul style="list-style-type: none"> <li>• Define methods to identify risk, probability, impact and how to mitigate those risks in acquisition and running of information systems.</li> </ul>
<b>Requirements Management</b>	<ul style="list-style-type: none"> <li>• Help the organisation to understand the requirements change process and traceability.</li> <li>• Determine operational objectives by studying business functions; gathering information, evaluating output requirements and formats.</li> <li>• Create a requirements package for information systems within the organisation.</li> <li>• Offer guidance on techniques to gather information at the right level of detail and scope to represent all of the stakeholder's needs, and the ability to ask questions that lead to an understanding of the business need rather than what they want.</li> <li>• Work with IT infrastructure team to address networking and hardware needs</li> </ul>
<b>Systems modeling</b>	<ul style="list-style-type: none"> <li>• Design new software by analysing requirements, constructing workflow charts and diagrams, studying system capabilities and writing specifications.</li> <li>• Utilizing various modelling techniques such as process modelling, data modelling, system modelling.</li> <li>• Improve systems by studying current practices and designing modifications.</li> </ul>
<b>Systems Development</b>	<ul style="list-style-type: none"> <li>• Monitor Software project progress by tracking activity, resolve problems, publish progress reports and recommend actions.</li> <li>• Oversee the development or acquisition of software for conformance to the organisation's priorities.</li> </ul>
<b>Systems documentation</b>	<ul style="list-style-type: none"> <li>• Recommend controls by identifying problems and documenting improved procedures.</li> <li>• Facilitate documentation of systems using different approaches such as use cases, activity diagrams, sequence diagrams and state charts, data dictionaries, class or entity relationship diagrams.</li> </ul>

KEY RESPONSIBILITIES	MAIN TASKS
	<ul style="list-style-type: none"> <li>• Maintain system protocols by documenting and updating procedures.</li> <li>• Provide reference for users by writing and maintaining user documentation, providing level 2 and level 3 support and training users.</li> <li>• Maintain user confidence and protect operations by keeping information confidential.</li> <li>• Prepare technical reports by collecting, analysing and summarizing information and trends.</li> </ul>
Technology updates	<ul style="list-style-type: none"> <li>• Prepare technical reports by collecting, analysing and summarizing information and trends.</li> <li>• Ensure systems are in conformity with the current technology platforms.</li> </ul>

**5.1 Other resources under your responsibility**

- Computer software licenses;
- Servers standards advisory;
- Service level agreement for ;
- Management of Corporate databases;

**6 ANY OTHER TASKS**

- Advisory roles to AFD on Systems management, support and troubleshooting.
- Advisory on procurement and acquisition of information systems.
- Development of training plans for information system users.

**7 REQUIRED QUALIFICATIONS**

**7.1 Education and knowledge**

- Bachelor’s degree in IT or related field with a strong bias in systems analysis, design and development.
- Knowledge in software development paradigms, especially object and aspect oriented programming such as joint-point models, MVC, MVVM.
- Knowledge in large scale systems development on cloud, mobile and web-based platforms.
- Experience in user systems requirements management.
- Experience in management of software in multiple platforms systems such as Microsoft, Linux, Mac and Unix.
- Knowledge of business systems management.

**7.2 Experience**

- Three (3) years’ experience in supporting medium to large-scale information systems development, deployment and maintenance.
- Three (3) years’ experience in of software development and support.
- Experience in Windows and Linux based DBMS configuration and management.
- Experience in management of software of proprietary and open source software development and deployment environments.
- Development, deployment and maintenance of database systems
- Excellent knowledge of computer applications and systems
- Exposure to diverse-multicultural environment.

**7.3 Skills**

- Influencing;
- Critical and creative thinking ;
- Good logical analysis, design and diagnostic skills
- Ability to exercise good judgement in design of software solutions;
- Facilitation capabilities;
- Proactive;
- Team work;

- Interpersonal;
- Communication skills;
- Analytical, problem solving skills;
- Flexibility to changes in the work environment.

**7.3 Competences**

- Confidentiality;
- Ethical;
- Integrity;
- Reliability;
- Ability to work within deadlines.

**8 COMMUNICATIONS**

**8.1 ORAL – Excellent Written And Spoken English**

- 8.1.1 **INTERNAL:** The job demands a high level of oral communication skills in order to effectively communicate with other departments and staff members
- 8.1.2 **EXTERNAL:** The job demands a high level of oral communication skills in order to effectively communicate with external parties including service providers and country offices

**8.2 WRITTEN:**

- 8.1.3 **INTERNAL :** The job demands a high level of written communication skills in order to effectively communicate with other departments and staff members
- 8.1.4 **EXTERNAL:** The job demands a high level of written communication skills in order to effectively communicate with external parties including service providers and country offices.

**9 ENVIRONMENTAL CONDITIONS**

- 9.1 Corporate Policies, Systems, Procedures and Methods**  
The job demands a thorough understanding of AMREF Flying Doctors’ mode of operation, business model, IT policy and standards, systems/product requirements and standard guidelines, professional, legal and technical compliance, audit compliance and procurement procedures.
- 9.2 Work Environment**  
Normal office environment
- 9.3 Hours of Work**  
Normal working hours. Job holder may be required to work outside normal working hours due to the nature of the work in general

**10 ACKNOWLEDGEMENT AND SIGN OFF**

ACKNOWLEDGEMENT AND SIGN OFF		
We have carefully reviewed this Job Description and we are both satisfied that it fully and accurately describes the requirements of the position.		
Immediate Supervisors name	Job Holder’s name	HR Manager’s name

<b>Immediate Supervisors signature</b>	<b>Job Holder's signature</b>	<b>HR Manager's signature</b>