JOB DESCRIPTION

IDENTIFICATION	
JOB TITLE	**Digital Technology Lead**
REPORTING TO	**Head of Digital Transformation and Excellence**
DEPARTMENT	**ICT Shared Services**
PHYSICAL LOCATION	**Nairobi, Kenya**
PERIOD	**Three (3) Years (Renewable)**
Female applicants are highly encouraged to apply	

Amref Health Africa was founded in 1957 and has since grown to become the largest African-based international health development organisation; currently implementing more than 180 programs, reaching more than 40 million people across 35 African countries; and a staff complement of over 2,000. Headquartered in Nairobi, Kenya, Amref Health Africa has offices in ten countries in Africa – Burkina Faso, Ethiopia, Guinea (Conakry), Kenya, Malawi, Senegal, South Sudan, Tanzania, Uganda and Zambia. An additional eleven advocacy and fundraising offices are located in Europe and North America.

Amref Health Africa is driven by its vision of *'Lasting health change in Africa'* and its mission *'To catalyze and drive community-led and people-centred health systems while addressing social determinants of health'*. We believe that the power to transform Africa's health lies within its communities, and therefore strive to ensure that health systems are not only functional but that communities are empowered to hold these systems accountable for the delivery of quality and affordable health care.

JOB PURPOSE
The Digital Technology Lead will provide technology vision and guidance to Corporate Amref Health Africa, its country offices, enterprises and programmes for developing and implementing digital information and communication technology initiatives that align with the mission of Amref Health Africa as a whole. The Digital Technology Lead has end-to-end accountability for all digital assets and services (web and mobile). The role also ensures that the Amref Health Africa brand is accurately represented with high ranking and high traffic flow to Amref Health Africa digital platforms for effective e-communication, campaigns, fundraising and social media asset utilisation.

KEY RESPONSIBILITIES

KEY AREA	ACTIVITIES
Digital Technology Assets, Implementation, Management	• Advisor to programmes, operations, enterprises & Amref Offices on digital technology implementation strategy i.e Shared Services, AHAIC, AEL, AMIU, AFD, Country Offices & E/NA • Build and maintain links with relevant digital business partners and stakeholders outside of the organisation • Consolidate Amref Health Africa digital assets under a single platform for centralized management and cost control • Manage Amref Health Africa domain names & their domain name services (DNS) • Manage the digital services inventory • Manage web hosting server(s) • Build relationships with units across the organisation to establish digital technology needs, system enhancements and support • Support corporate digital communications

Policy, Planning and Management	• Develop digital and web services budgets • Maintain contact with IT suppliers and Management of SLA/ToRs with contracted companies on digital-related issues. Evaluate alternatives, perform appropriate cost benefit analysis, and recommend solutions that maximize effectiveness and minimize costs commensurate with acceptable risks • Plan and execute Website & Mobile application projects to completion • Formulate and implement Digital ICT strategy • Develop and formulate ICT Policies around existing digital systems • Ensure all systems developed have justifiable business case and have return on investments • Coordinate digital initiatives between Amref and partner organizations on specific projects • Ensure technical support on Digital for IT and communications staff across all Amref offices • Continuous evaluation of existing and new products to drive improvement
Technical Support, Systems Development and Implementation	• Advise on the best technologies and languages for the digital projects • Recommend changes to applications based on analysis of their impact to all users' requirements • Guide clients and users through the development cycle for new applications • Run performance tests on websites and mobile apps and advise on best ways to improve performance • Oversee web and mobile development and enhancements and the integration of new systems with existing systems • Ensure Amref Health Africa maintains current best practices in digital technology management • Participate in comparative analysis of proposals from consultants, vetting and selecting the best firm to undertake a web or mobile project as part of procurement formed evaluation committee • Facilitate IT training to relevant staff for effective management of content and utilization of Content Management Systems (CMS)
Systems Security	• Implement policies and systems that help protect digital systems from malware, spyware, hackers and other security risks • Ensure that digital innovations that are deployed comply with various industry standards including but not limited to Information Security • Conduct security assessments of servers and systems • Understand secure web communications and technologies • Work on improvements for security of digital platforms, including the continuous enhancement of existing • Lead the process of Amref Health Africa's online brand protection
Technology Research and Innovation	• Advise on existing and emerging solutions on technology related problems • Work with Amref Health Africa entities and partners to drive innovations from concept to maturity • Steer and work with cross-disciplinary and innovative teams to come up with ideas to take advantage and solve existing corporate challenges

	• Champion and prioritize digital investments and initiatives to help solve existing problems • Promote the adoption and utilization of digital technologies and tools to drive continuous customer acquisition and operational efficiency
Knowledge Management	• Work to ensure appropriate IT enablers for knowledge management • Consolidate all Amref Health Africa digital resources for accessibility, sharing and analysis across all Amref Health Africa offices (Country offices, ENA & Enterprises)
Technology Grants Advisory	• Offer technical advice on priority areas to seek technology grants • Participate in negotiating for technology grants • Lead Implement digital technology grants • Advise and facilitate digital engagement using global standards
Monitoring and Improving Amref Health Africa's Digital Footprint	• Review current status of digital systems across the organisation • Manage technical aspects of key communications systems (communication automation, CMS, CRM, PPC, SEO, Meta, Display & Analytics data services, and lead management processes across those systems) across desktop, mobile & future technology • Plan for future changes to the digital systems and resources • Continuously monitor and improve of the performance of digital systems & resources • Manage the implementation, tracking and measurement of digital advertising and marketing campaigns • Oversee accounts on search, pay per click and display platforms (e.g. Google Ad Words, Facebook business, Twitter Ads etc) • Advise communication and marketing teams on delivery of regular reports of digital campaign results, including web analysis and evaluation of KPIs

QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE
Education and Professional Qualifications
• Bachelor's degree in Computer Science, Information Technology or closely related field
• WordPress certification, AWS Certified Solution Architect, Google Professional Cloud Architect and/or Red Hat Certified Architect is an added advantaged

Experience
• Minimum of five (5) years of experience in web development and administration.
• Experience in usage of Analytics tools such as Google, Bing Analytics
• Experience in usage of social media monitoring tools
• Experience in use of cPanel & WHM
• Graphic design experience, with knowledge of Adobe Photoshop and Adobe Illustrator and understanding of different image formats
• Working knowledge of PHP or similar server-side scripting language

SKILLS, ABILITIES AND COMPETENCIES
• Understanding of Human Computer Interaction (HCI)
• Knowledge in scripting frameworks such as jquery, dojo
• Knowledge of Web APIs
• Demonstrated knowledge of HTML, CSS, and JavaScript
• Knowledge in system analysis and design, project management, risk management and digital marketing

- Ability to create a Website layout from scratch and implement it on a CMS. Social media experience; including Facebook and Twitter etc
- UNIX Shell commands, GIT or SVN version control
- Digital marketing skills

HOW TO APPLY

Interested? Please visit our website https://amref.org/vacancies/ to make your application. You will be directed to our online portal where you will need to create an account in order for you to be able to submit your application. Your application should include a cover letter detailing why you are the best fit for this position and your CV with relevant skills and experience. Closing date will be **September 25, 2023**. Only shortlisted candidates will be contacted.

Duly note that Amref Health Africa does not require applicants to pay any money at whatever stage of the recruitment and selection process and has not retained any agent in connection with recruitment. Although Amref may use different job boards from time to time to further spread its reach for applicants, all open vacancies are published on our website under the Vacancies page and on our official social media pages. Kindly also note that official emails from Amref Health Africa will arrive from an @amref.org address.

Amref Health Africa is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. Amref Health Africa is an equal opportunity employer and has a non-smoking environment policy.