

# INFORMATION TECHNOLOGY (IT) MANAGER

## The Company

Our client is a leading container terminal operator renowned for their industry expertise, global diversity and commitment to excellence. With a presence in over 31 countries across 5 continents and a portfolio of over 70 container terminals, they contribute significantly to the advancement of the global maritime sector and serve as a trusted partner for organisations seeking world-class terminal management solutions. Over two decades, our client has built a sterling reputation for operational excellence, leveraging innovative solutions that modernise terminal operations worldwide. They continue to pioneer innovation within the sector through their commitment to sustainability practices, with people, environment, and business integrity at the heart of what they do.

## The Position

The Information Technology (IT) Manager is pivotal in steering the company's IT strategy and overseeing IT service providers to align with organisational objectives. Reporting directly to the Chief Executive Officer (CEO), you will be tasked with formulating and implementing IT strategies and policies to support the company's strategic goals. This includes overseeing IT activity development, integration, and delivery to support company programs and operational efficiency. The IT Manager will engage closely with senior business leaders to ensure alignment between IT and business strategies, managing IT operational risks, infrastructure robustness, and business continuity. Additionally, the role involves providing leadership in innovation and technology adoption to enhance productivity and effectiveness while ensuring the cost-effectiveness of IT systems and technologies. The successful incumbent will manage both internal IT teams and external service providers, ensuring service quality, evaluating performance, and driving engagement and delivery of transformative change across the organisation.

### Key Focus Areas:

- **Strategy Formulation and Implementation:** Formulate and implement IT strategies and policies to support the strategic objectives of the company.
- **IT Development and Delivery:** Oversee the development, integration, and delivery of the company's IT activities to support the programmes and work of the company effectively and efficiently.
- **Strategic IT Business Alignment:** Collaborate with senior business leaders to align IT strategy and roadmaps with overarching business objectives, fostering engagement and driving effective organisational change.
- **Operational Risk Management:** Identify and manage IT operational risks while ensuring a robust IT infrastructure. Maintain system availability to support business continuity across diverse operating scenarios, consistently meeting performance levels.
- **IT Governance and Security:** Provide oversight of IT services, risk, governance, information security, and cybersecurity.
- **Leadership in Innovation and Technology:** Provide leadership to innovation, awareness, and adoption of new tools and technology-enabled work practices that will enhance productivity and effectiveness.
- **Cost-Effective IT Systems:** Ensure that IT systems, communication networks, and technologies are cost-effective.
- **IT Service Management:** Manage the IT team as an internal service provider for the internal customers.
- **IT Resource Management:** Oversee the allocation and management of financial and other resources for the IT team.
- **Strategic Alignment:** Engage with key senior business leaders to align IT strategy and roadmap with business strategies, fostering collaboration and effective implementation of change initiatives.
- **Vendor Management:** Manage outsourced IT service providers to ensure they meet the terminal's expectations as a client. Evaluate, and score service quality.
- **Ad Hoc:** Perform additional duties as required.

## The Person

### Role requirements:

- Bachelor's degree in Information Technology, Computer Science, or a related discipline.
- Minimum of 10 years' experience in the IT industry, with 5 years at an Executive Management level.
- Master's degree in Information Technology, Computer Science, or a related discipline will be an added advantage.

### Competency requirements:

- Knowledge of corporate-scale IT systems and software, with the ability to manage the entire spectrum of IT operations, from application to infrastructure and governance.
- A wide range of operational and IT expertise, including project management, operational process development and enhancement, metrics development, and a deep understanding of IT infrastructure and business software systems.
- Substantial work experience within a large corporate setting, contributing to a comprehensive understanding of organisational dynamics and challenges.
- Robust management and technical leadership skills coupled with a strategic vision.
- Exceptional collaboration abilities and a results-oriented approach.
- Proven track record of successfully evaluating, selecting, and managing outsourcing/consulting partners to achieve organisational objectives.
- Experience in international logistics or manufacturing environments.
- Strong interpersonal skills conducive to effective collaboration in a multicultural setting.
- Fluent in English with excellent verbal and written communication skills.
- Fluency in local languages will be an added advantage.

## Interested?

The closing date for applications is **14 August 2024**.

Follow the application instructions on the Potentia website [www.potentia.com.na](http://www.potentia.com.na) and upload a copy of your CV.

**All applications must be accompanied by a comprehensive curriculum vitae, certified copies of educational qualifications and other supporting documents. All foreign qualifications must be evaluated by the Namibia Qualification Authority (NQA).**

Only electronic applications and CVs submitted via the Potentia website will be accepted. All suitably qualified Namibians are encouraged to apply. Please consider your application unsuccessful if you are not contacted within 2 weeks of the closing date. Please note that our partner reserves the right to only employ individuals who fall within their retirement age guidelines and policies. Our client also reserves the right not to make any employment offer or appointment.