



1 in 4 people do not have access to electricity

We are an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, disability status, protected veteran status or any other characteristic protected by law.

JOB DESCRIPTION: HEAD OF TECHNOLOGY SERVICES - AFRICA

Job Location: Nairobi – Kenya

Division: Technology

Reporting to: Director of Technology

Secondary Reporting: None

Job Tier Level: Head of Department

Purpose

We are looking for Africa Head of Technology Services to drive Service Improvement and the delivery of IT Services within the Africa Region. The role will act as both umbrella management for IT Support Services as well as the management of IT Service delivery for IT Services both inward and externally facing. Joining the business during a period of huge growth, this role will play a key part in strategy and the direction the business takes. You'll have a number of direct reports as well as umbrella responsibility for recruiting and growing the teams as well as shaping their direction. This is a hands-on technical position with requirement to demonstrate technical flair, expertise & ability alongside leadership capabilities, to create solutions, efficiencies & effectiveness

R&Rs

- Enhance visibility & business interface by delivering consistent, reliable first-class customer service & experience.
- Employ Governance, Security & IT Compliance across IT operations in the Region
- Ensure Operational Excellence and Security in compliance with ISO standards
- 3rd party vendor management & management of the delivery of outsource providers - SLA's, KPI's, service reviews etc
- Leadership of IT Operations Teams in the OpCos
- Support and provision of internal and customer facing IT infrastructure, services and support



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Desired Qualifications and Experience

- Strong problem solving skills with an emphasis on Customer Experience Leadership.
- Excellent written and verbal communication skills for coordinating across teams.
- A drive to learn and master new technologies and techniques.
- Innovation and hunger for improvement and focus on solutions
- Direct experience with DevOps, with proven track record of developing successful solutions, people, processes & services.
- Flexible and agile in thought and behavior

Behavioral Competencies

- Self-starter (ability to work independently) with good prioritization skills
- Business driven, people focused, with exceptional influencing skills; excellent organizational, project management, multi-tasking, presentation and time-management skills
- Honest
- Passion for social enterprise and people development

How to Apply

Candidates who meet the requirements should submit their CV and cover letter to: recruitment.kenya@dlight.com before 1st February 2020.

About d.light

Founded in 2007 as a for-profit social enterprise, d.light manufactures and distributes award-winning solar products designed to serve the more than 2 billion people globally without access to reliable electricity. With operations across Africa, Asia and the Americas, d.light has impacted close to 100 million lives with its products and solar solutions. For more information, visit www.dlight.com



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