



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, colour, religion, gender, national origin, disability status, protected

JOB DESCRIPTION: HEAD OF IT INFRASTRUCTURE & OPERATIONS

Job Location: Arusha- Tanzania

Reporting to: Managing Director, Tanzania with a dotted line to Senior Manager of Technology Operations, Africa VI

Reportees: IT Team Leader, IT support and IT Interns

Position Description

The job holder will be responsible for d.light Tanzania's end-to-end delivery of IT business systems integration and support requirements. The services will include (but not limited to) supporting connectivity & integration engagements and projects, 3rd party vendor engagements, system availability, and redundancy management.

R&Rs

Define & follow-through on all IT-related project deliverables to **support Tanzania's** business needs. Such activities will include:

- Manage a team of IT resources delivering support to the Tanzania market.
- Lead & **create a climate** that attracts, retains, and motivates top-quality team members.
- Drive the SLA performance management for all services.
- Drive maintenance of pay-bill platforms with identified mobile service providers (B2C, B2B, etc).
- Set up and deploy related interconnection activities with selected contact center partners.
- Contract sign-offs to deploy and maintain IT infrastructure in d.light offices in Tanzania.
- Drive the integration of d.light systems with communication platforms in Tanzania (SMS, USSD, etc.).
- Oversee user training and documentation on technology systems.

Overall responsibility of **business systems availability** to ensure operations are managed as required, including providing visibility of system availability to key business stakeholders in real-time. This will involve systems uptime, designing and deploying business continuity plans, remedy and escalation management, project management of business systems initiatives, and 3rd party vendor management.



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KPIs

- Deployment of systems as per approved project milestones (time, cost, and scope).
- Deployment of business redundancies for systems and applications.
- Signed off Processes and SOP that guide on business system management.
- Vendor/ 3rd party compliance to agreed deliverables.
- Attainment of set system target deliverables notably:
 - a. System Availability and uptime at 99.99%
 - b. Problem Resolution Time
 - c. First Time Resolution Rate
 - d. Service Level Agreement compliance

Desired Skills and Experience

- Degree in Computer Systems Design, Computer Science, Electrical and Electronics Engineering, and/or equivalent work experience.
- Experience with database platforms, including Microsoft SQL Server and Oracle Database, will be required.
- Minimum of 5 years direct experience managing applications and/or systems management with demonstrated success as a manager. As well as experience in deploying business systems will be desired (e.g. deploying an ERP system, system integrations (with internal and external vendors), and contract negotiations and SOP/ Process management)
- Proven track record of delivering integration solutions in complex environments with multiple delivery teams.
- Experience in managing relationships with third-party System Integrators for SMEs.
- Experience leading a team in a fast-paced environment preferably in a commercial organization, partnering with senior business leaders.
- Strong mindset for continuous improvement and meeting or exceeding expectations and able to demonstrate complete discretion and confidentiality.
- Superior verbal and written communication skills, with an emphasis on tact and diplomacy.
- Business-driven, people-focused, with exceptional influencing skills; Excellent organizational, multi-tasking, presentation, and time-management skills.
- Passion for social enterprise, development of people, and environmental benefits.



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How to Apply

The deadline for submission for the position is 14th May, 2021 at 17:00 hours. Candidates who meet the requirements should submit their CV and cover letter to: tz-recruitment@dlight.com indicating position you are applying for on the subject line “**Head of IT Infrastructure & Operations**”

About d.light

Founded in 2007 as a for-profit social enterprise, d.light manufactures and distributes award-winning solar products designed to serve 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

