Position Purpose:

SEGAL seeks to recruit an ICT Solutions Manager who will provide strong technical leadership to ensure ICT solutions are the best fit to present and future business needs while also acknowledging ICT strategies, principles and standards and optimizing the utilization of existing ICT capabilities; provide direction on the development of solutions and assure the quality of solution documentation and associated processes, and market our services, develops relationships with new clients, makes sales visits and presentations, maintains advanced knowledge of products and services, and establishes and meets sales goals.

The successful candidate will have improved skills, a proven professional experience and a detailed knowledge of industry’s best practice processes, will manage the existing ICT Infrastructure, the team and future developments. The ICT Solutions Manager will also be responsible for quality and process improvement initiatives. This position is perfect for an ICT Solutions Manager who is motivated, remains technical hands on to deal with the ICT Strategy of the business.

Position Responsibilities/Role

- Lead and manage the design of ICT solutions which may encompass multiple core technologies and platforms, to meet current business requirements and aligned with ICT architecture.

- Ensure that our CCTV Systems (Standard, IP and HD), Biometric Access Control/Time Attendance, Fire Detective & Alarm Systems, GPS Tracker System, Network Solutions and IT System Set-up, Power Bank/Power Back-up Systems, Intrusion Detection Systems, etc. with our current and future clients are up and running; all ICT operating systems and applications are secure and fit for purpose, continually reviewed and enhanced so they will best deliver on business needs.

- Drive ICT medium- and long-term strategy and develop appropriate ICT policies

- Prepare ICT Department’s annual business plan, annual budget and monitor and control expenditure; advise on appropriate technology and infrastructure to support in achieving the strategic and business objectives.

- Continually Update and Administer anti-virus, firewall and VPN infrastructure to ensure that all systems are secure and comply with Data Protection requirements; develop, update and maintain company website; deal with routine queries and complaints.

- Develops and expands a portfolio of corporate clients by networking and marketing; assesses client IT needs and makes recommendations, including IT equipment and service packages; prepares sales visits and presentations to pitch product, service, and combination packages to clients; demonstrates IT equipment to highlight product benefits.
• Negotiates sales, package discounts, and long-term contracts with clients; provides technical advice after sales; establishes sales goals and implements a plan to meet those goals, and tracks progress toward goals and documents sales performance.

• Ensure that all designs and other work outputs related to solution design are of a quality consistent with business needs and industry standards, provide high quality consulting and advisory services on ICT solutions through the solution lifecycle reflecting full responsibility of solution design components.

• Develop and implement strategies including industry innovation and best practice techniques for continuous improvement including time to develop ICT solutions such that benefits can be realized sooner and value to the business is optimized; work collaboratively with ICT Architects to provide strong assurance over the delivery of both internally and externally delivered ICT solutions to ensure compliance with SEGAL standards and enterprise architecture; work collaboratively with ICT Architects to maintain application and technical architecture and standards.

• Contribute actively to a learning organization through the personal and team development of core competencies, constructive behaviors and maintaining a professional network.

• Becomes fluent in all products and services offered by the employer through testing, demonstrations, and research; answers questions, describes benefits, and discusses pros and cons of various competing products or services.

• Answers questions, describes benefits, and discusses pros and cons of various competing products or services; gains familiarity with the IT industry, and stays updated on trends and innovative products.

• Creates marketing literature and web-based features to promote products and time-sensitive sales, attends trade exhibitions and industry events to learn about cutting-edge products and sales.

**Key Selection Criteria**

 ✓ Extensive knowledge of enterprise solutions, application integration technologies and information delivery and how these technologies can be combined to deliver effective business solutions.

 ✓ High level of conceptual and analytical skills, in relation to IT solution design, development and technical environment issues when architecting and being involved in the implementation of diverse, business critical IT applications.

 ✓ Extensive knowledge of contemporary analysis, design, integration, implementation and development methodologies and tool sets and their applicability to the efficient and effective development of solutions.
✓ High level of skill in developing team and individual capabilities especially in relation to the analysis and design of significant ICT solutions.

✓ High level of written and verbal communication skills, with particular strengths in negotiating, influencing, facilitating and presenting information.

✓ High level of skill in developing effective relationships with clients, peers, staff and vendors in a changing environment.

**Sales Skills and Qualifications**

Bachelor's Degree in Computer Science or Marketing, experience with Sales and Marketing, Knowledge of Relevant Products and Sales, Written and Verbal Communication, Interpersonal Communication, Negotiation, Critical Thinking, Ability to Meet Goals, Ability to Work Under Pressure, High Energy Level, Motivation, Ambition, Technical Skill, Attention to Detail.

Working knowledge of some or all of the following: Windows 7 to 10, Windows Server 2012, Microsoft Exchange 2012, SharePoint, VMware ESXi 6, Web hosting technologies, Microsoft Office Products, Unix and/or Oracle.

**Deadline for Submission of Applications**

Thursday, 26 December 2019 at 5:00 P. M.

Application along with resume plus credential copies should be submitted in hard or electronic (segal_2006@yahoo.com), addressed to the Administrative Manager, SEGAL, Beachside of Gardiner Avenue, 10th Street Sinkor, Monrovia – Liberia. For those applying in hard copy, please indicate on the back of the envelope: “ICT Solutions Manager” and hand deliver to the security gate at Central Headquarters.

SEGAL is an equal opportunity employer; therefore, **FEMALE CANDIDATES ARE ENCOURAGED TO APPLY. ONLY SHORTLISTED APPLICANTS WILL BE CONTACTED. NO APPLICATION WILL BE ACCEPTED BEYOND THE DEADLINE DATE.**