ICT Manager

In October 2017, the National Medical Supplies Agency was established by an Act of Parliament as a public service agency responsible for the procurement, warehousing, distribution and management of drugs and medical supplies in a cost-effective manner, for and on behalf of all public institutions throughout Sierra Leone. NMSA is governed by a Board of Directors. NMSA is led by the Managing Director with a team of Directors forming the senior management of the organization.

NMSA is inviting suitable Sierra Leonean professionals to apply for the ICT Manager role.

Responsible to: Managing Director

Supervision: Msupply Implementation Manager, IT Support Officer

Location: Freetown

Position type: Full Time

Contract duration: 3 years

Purpose of the role

The purpose of this position is to ensure efficient and high-quality data and information management at all levels (Service Delivery Points, DMS and nationally), in support of the organizational mission of ensuring product availability at public health service delivery points across the country.

The ICT Manager is the technical supervisor for both head office staff and a staff of 13 District Information Officers (DIOs), and Hospital LMIS Officers (HIO). The DIOs are, in turn, responsible for all data collection, information generation and information management in their respective Districts. Similarly, the HIOs are responsible for all data collection, information generation and information management in their respective hospitals. Ultimately, the ICT Manager is responsible for ensuring that the Logistics Management Information System meets the needs of the users of NMSA and enables a high level of product availability at Service Delivery Points.

The ICT Manager is responsible for overseeing and managing all aspects of the NMSA Logistics Management Information System (LMIS). This includes a) data collection and flow to and from Peripheral Health Units (PHU), District Medical Stores (DMS), Hospital Stores, and the central NMSA office, b) converting LMIS data into information (in the form of reports, dashboards, etc.) that are used for operational and management purposes, and for reporting to a variety of partners and stakeholders. Further the ICT manager will be responsible for maintaining the efficient operations of all computerised activities within NMSA.

Many of the responsibilities and functions of the ICT Manager are executed through the DIOs. Consequently, an important part of the supervisory responsibilities of the ICT Manager includes building the capacity of the supervised staff, ensuring smooth operations and retention of competent staff. Therefore, in addition to supervisory responsibilities, the ICT Manager will be a "super user" of the LMIS system, a trainer and a coach.

Primary Responsibilities

Under the overall guidance and direct supervision of the Managing Director, the ICT Manager is responsible for the execution of the following key tasks:

Management: Supervision, Monitoring and Capacity Building

- Supervise all head office, DIOs and HIOs, ensuring that they execute on their assigned responsibilities
- Ensure process and systems are in place to provide continuous operations in key computerised processes.
- Develop performance objectives with each DIO and HIO and monitor progress towards objectives, in particular against Key Performance Indicators (KPIs)
- Compile monthly report consolidating data and information from DIOs/HIOs into national-level reports
- Ensure that all LMIS functions at each DMS and Hospital are covered at all times, through cross-training and other means
- Build capacity of DIO and HIO staff on all aspects of good LMIS practices, and develop with each staff a professional development plan
- Carry out frequent field visits to DMS, Hospitals and PHUs to monitor DIO/HIO performance and execution of activities
- Ensure full, timely and proper submission of reports from DIOs and HIOs
- Work closely with DIOs and HIOs, in the mindset of continuous improvement, to develop, revise, refine and document transparent and effective processes and systems
- With Managing Director, work to disseminate lessons learned in individual districts to other districts
- With the support of the Operations Director, take the lead in organizing workshops, trainings and other capacity development activities
- Manage and secure access to the LMIS, user levels, etc. by authorized users only
- Serve as the liaison and coordinator of activities with the LMIS vendor and external LMIS consultants
- Contribute to the departmental budget, monitor budget and ensure expenditure is kept within budget.
- Initiate, with the Human Resources department, disciplinary action, including termination, as determined through performance evaluations.

Select Specific Responsibilities

The ICT Manager is responsible for, and involved in, a wide variety of activities, including:

- Ensure that all computer systems and associated process are managed in accordance with the requirements of NMSA.
- Ensure all systems are robust, appropriately supported and developed in line with manufacturer guidelines, ensure contingency plans are in place in the event of key systems failures.
- Ensure that data is entered correctly and completely into the modules of the LMIS system.
- Ensure that LMIS system master data is correct and updated at all times.
- Ensure back-up and contingency plans are in place.
- Supervise the receipt, compilation and filing of LMIS updates from DIOs and HIOs.

- Assist the Central Warehouse Manager in ensuring that procurements and products in the pipeline are entered correctly and completely, and that all documentation for receipts and issuing of products (Consignment Receipt Reports, etc.) are generated and filed.
- Work with other departments to determine their LMIS needs, document the needs and develop solutions – with external consultants, as needed.
- Work with the Procurement Director, and external consultants as needed, to procure goods and services needed to implement, develop and enhance the LMIS.
- Participate in designing and implementing new LMIS systems and functions.
- Manage support provided by LMIS vendors and external consultants.
- Ensure that the documentation generated by the LMIS (e.g. picking lists, packing lists, waybills, invoices, gate passes, etc.), meet the needs and facilitate efficient work processes.
- Work with the vendor to develop the necessary customizations based on the determined needs.
- Ensure LMIS systems and services are properly maintained and backed-up to prevent data loss.
- To propose, plan and implement changes to LMIS policies and operating procedures, systems or assets which will improve the productiveness, efficiency of operations.
- Assist departments in generating required LMIS reports.
- Develop the Standard Operations Procedures (SOP) Manual for LMIS.
- Participate in Quantification and Forecasting.

Principal Coordination

The ICT Manager works closely with the following functions:

- The Central Warehouse Manager and staff, ensuring that the LMIS system meets the needs for efficient inventory management purposes.
- The National Logistics Manager, ensuring that the LMIS system meets the needs for efficient inventory and distribution management purposes at the district and PHU levels.

General Professional Principles and Responsibilities

- Maintain an approach and mind-set of continuous learning and improvement by seeking professional development in all aspects of work.
- Approach work with a customer service mind-set, including timely, professional, and productive communication with all stakeholders.
- Work under the principles of collaboration and mutual benefit by contributing to capacity-building of co-workers.
- *Any other task* assigned by supervisor and management.

Qualifications

- Diploma or Degree in Information Technology (IT), or
- Diploma or Degree in supply chain management, distribution management or equivalent combined with a strong IT background.
- Additional Certifications and completed training in IT, LMIS, PSM and similar is an advantage, particularly if obtained from a global body.

- Minimum five years of progressive work experience in IT systems management, with two of them in a senior role.
- Experience leading a team is preferred.
- Strong computer skills including proficiency using spreadsheet and database tools, etc.
- Inventory management experience.
- Ability and willingness to travel extensively in assigned district and throughout Sierra Leone.
- Customer support experience.

Language requirements

- Excellent command of written and spoken English.
- Fluency in local languages will be an added advantage.

Personal competencies and values

- Goal-oriented individual with proven ability to operate with minimal supervision.
- Ability to handle multiple tasks simultaneously, set priorities, and work independently.
- Strong professional judgement, integrity, and image; models NMSA's values and ethical standards.
- Ability to build and maintain strong relationships with colleagues, customers, vendors, partners, and stakeholders with a focus on impact and results.
- Well-developed interpersonal skills; ability to work in a multi-cultural, multi-ethnic environment.
- Consistently approaches work with energy and a positive, constructive attitude; responds constructively to feedback.
- Actively pursues continual growth and learning opportunities; fosters a collaborative learning environment for others.
- Promotes the vision, mission, and strategic goals of NMSA.

NMSA is an equal opportunity employer and does not discriminate against any candidate based on their gender, religion, tribe, age or disability. To apply, submit your CV and cover letter to NMSArecruitment@gmail.com and copy job@jobsearchsl.com with the position title as the subject. The closing date for submission of applications is Friday 8th March 2019.