

## **INFORMATION TECHNOLOGY AND BUSINESS SUPPORT OFFICER**

### **EAST AFRICAN GAS OIL LIMITED**

East African Gas Oil Limited (EAGOL) was established over 10 years ago, with a mission to delight and be a premier Oil Marketing Company. EAGOL is committed to provide energy solutions comprising of petroleum products (Premium Motor Spirit (PMS), Jet A-1, Illuminating Kerosene (IK), Automotive Gas Oil (AGO) and Oils & Lubricants which meet and exceed our customer requirements in accordance with the ISO 9001:2015 Quality Management Systems in line with the highest professional standards aiming for continual improvement and customer satisfaction through the involvement and participation of all levels of management, staff and other interested parties.

East African Gas Oil Limited has retail stations in Kenya and depots operations in Mombasa, Eldoret, Kisumu, Nairobi and Nakuru and the Head Office in Nairobi.

EAGOL has presence regionally in Uganda retail stations, South Sudan as well as DRC and is looking to grow its retail network further within the region.

### **JOB PURPOSE**

*We are looking for an Information Technology and Business Support Officer who will be responsible for driving business through the development and implementation of IT strategies, policies, programs, and Management Information Systems to support the accomplishment of corporate goals and objectives*

### **DUTIES AND RESPONSIBILITIES**

- Formulate and implement the business ICT strategies that are aligned to support corporate goals and objectives.
- Establish and implement the strategic and tactical goals, policies, and procedures for the ICT department.
- Identify and drive opportunities for the appropriate and cost-effective investment of financial resources in IT systems.
- Ensure implementation of appropriate digital & information governance systems which conform to legal and regulatory requirements and fit within the wider governance structure of the company
- Responsible for overall design, implementation and administration of email and business automation software and hardware.
- Develop, track, and control the information technology annual operating and capital budgets
- Maintenance of up-to-date inventory documentation of hardware and software
- Maintain an appropriate IT organizational structure that supports the needs of the business
- Adding/deleting/creating/modifying user account information, resetting passwords, etc in line with compliance requirements and best practices

- 99.9% uptime for the different systems that are being used in the company
- Develop, implement and maintain both internal and external customer service platforms to achieve effective service delivery.
- Monitoring and tracking of individual and departmental IT performance against established productivity and quality metrics
- Provides training and technical support for users with varying levels of IT knowledge and competence.
- Ensure population of management reports as per request and in accordance with predefined reporting schedule and provide variance analysis on reporting.
- Monthly monitor and report on financial performance that is linked to related performance information and strategic objectives that identifies any necessary corrective decisions

#### **JOB QUALIFICATION & EXPERIENCE**

- Bachelor's degree in I.T / Computer Science / Programming or related field.
- 5 years' experience in FMCG or Systems Development field
- Possess at least one professional IT qualification
- Membership of a professional body relevant to the ICT field is a requirement.
- Knowledge, experience and understanding of a networking IP environment
- Have good troubleshooting analytical and problem-solving skills.
- Possess inter personal skills
- Hard working and adaptable
- High integrity
- Excellent oral and written communication skills
- Good knowledge of ICT platforms and applications
- Able to maintain confidential information
- Reliable, Proactive, resourceful, solution-oriented

If you meet the above job requirements, kindly submit your application (CV and Cover Letter) to [recruitment@eastafricangasoil.com](mailto:recruitment@eastafricangasoil.com) by **20<sup>th</sup> May 2022** clearly indicating your current salary and expected salary in your Cover Letter.