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## **JOB TITLE: Technical Specialist – Infrastructure & Service Management - Tanzania**

### **Role Outline**

The ISM Technical Specialist will support Country ISM Lead for the IT Infrastructure and Service Management function at country level. The overall role purpose is to manage the IT Infrastructure and Service Management (ISM) of the country effectively to ensure the provision of professional and cost-efficient IT Infrastructure and Services to operations, projects and customers. The role focuses on landing the globally and regionally defined infrastructure and services from a standardized portfolio of providers with a local 'top up' where necessary. The role also holds local accountability for the protection of the company's information assets and reputation in line with the commercial and contractual arrangements in place with DHL customers and suppliers. The ISM Technical Specialist is a member of a team of ISM contributors (1 ISM Lead + 1 ISM Specialist + 6 subcontractors + suppliers) and works in close collaboration with the Country ISM lead.

**Key areas of responsibility include:**

- Support the country IT ISM Lead to meet the goals in terms of quality, budget and time.
- Implement and track long- and medium-term strategy for ISM in country in alignment with regional ISM. Ensure alignment with internal customers, communicate the benefits of ISM strategic solutions and feed back the strategy based on business priorities.
- Support the ISM Team on the ground with proper ISM implementation support for existing and new customers.
- Provide IT Infrastructure and Service Management Services according to the SLA in terms of quality and costs. Ensure that the service quality and costs meet agreement.
- Supports Information Security and risk related policies, standards, technologies and processes implementation in country.
- Accountable for compliance (corporate policies, SW license, HW asset register etc.).
- Support the ISM lead for the internal and external suppliers according to SLA at local level. Feed into supplier management process at country level.
- Ensure that IT services per site are documented and maintained.
- Provide project related implementation services.
- Ensure all Documentation (Work Instructions / SOP / IT Asset Register / Site Network Documentation / Project plans / Ticket system etc) are recorded and updated timeously and properly.

## **Qualifications & Experience**

- Matric.
- Bachelor's degree in Computer Science or relevant education and work experience.
- Good knowledge of ISM and related methodologies incl. ITIL certification.
- Familiar with project management.
- Minimum 2 years of experience in supply chain / logistics or other fast-paced sectors.
- Minimally basic but preferably good understanding of complex logistics operations and processes, ideally in one or more DHL core sectors.
- Knowledge of the DHL Supply Chain organization and/or experience in other divisions is an advantage.

- Minimum 2 years of experience in ISM technical specialist roles.
- Some knowledge around Infrastructure and Service Management, as well as project management.
- Some knowledge of IT Infrastructure (Telecoms, Network, Desktop, Hosting).
- Minimally basic but preferably good understanding of the supply chain and its core applications (WMS, TMS, integration, etc.)
- Results-oriented and driven by goal achievement with a strong focus on high quality service performance across various locations with different conditions.
- Demonstrated ability to work in a multinational environment.

### **Competencies & Skills**

- Strong analytical skills.
- Maintains effective relationships with customers.
- Develops / Delivers high quality / innovative products, services or solutions.
- Focuses on customer needs and gains their commitment.
- Gains management / colleague support to meet customer needs.
- Has basic knowledge of main products, services and business processes of their key business.
- Knows where to find information regarding supported business.
- Carries out agreed operational procedures of a routine nature.
- Contributes to maintenance, installation and problem resolution.
- Ensures that incidents are handled according to agreed procedures.
- Investigates escalated incidents to responsible service owners and seeks resolution.
- Facilitates recovery, following resolution of incidents.
- Ensures that resolved incidents are properly documented and closed.
- Analyses causes of incidents and informs service owners to minimise probability of recurrence and contribute to service improvement.
- Analyses metrics and reports on performance of incident management process.

Languages: English - verbal and written – Fluent.

Travel Requirements: Less than 25%