VACANCY

Head of IT Department

Head Office – Pristina

Reporting Line: Chief Operations Officer

SUMMARY

Responsible for the management, strategy and overseeing of all technology operations in FINCA Kosovo and evaluating them according to established goals. Analyzing the business requirements of all departments to determine their technology needs and managing the design and implementation of all technical systems and eliminating security risks.

The Head of IT Department will oversee the IT Department and will provide technical and administrative support to all IT systems and functions across all premises of FINCA Kosovo. The Head of IT Department will ensure the efficient operation, security, reliability, and resilience of the FINCA Kosovo electronic management information system. The Head of IT Department will also develop and manage the IT Department to ensure high quality of services provided. The Head of IT Department will advise the senior management team on information systems solutions and will develop such solutions as needed.

ESSENTIAL RESPONSIBILITIES:

- Define IT strategy aligned with business strategy, vision, and goals; optimal department structure and processes;
- Manage IT budget and ensure cost effectiveness of IT operations;
- Ensure efficient incident/service request and change management processes are defined and implemented according to ITIL framework and industry best practices;
- Ensure Information technology operations are in compliance with corporate policies and procedures by resolution of audit findings, identification and remediation of technology risks and security vulnerabilities;
- Manage planning, acquisition, implementation and operation of all technology infrastructure;
- Plan and supervise the provision of the preventive and corrective maintenance services;
- Ensure the confidentiality, integrity, and availability of information assets (networks, servers, databases, applications, storage, and backup systems);
- Drive continuous collaboration between IT Infrastructure, Software Services and User support teams to ensure efficient support to ongoing operational activities;
- Coordinate and liaison with all business stakeholders, build and sustain effective relationships between Information technology and business units;
- Manage IT staff by recruiting, training, and coaching employees, communicating job expectations, and appraising their performance.

EDUCATION & EXPERIENCE

- Bachelor's degree in computer engineering, computer science, applied math, electric and electronics engineering or other relevant degree;
- Minimum 10 years of experience in IT field, with 5 years in managerial role;
- Professional certifications and/or trainings in ITIL, COBIT, CRISC, CGEIT, PMP is desirable;
- Professional certifications and/or trainings in network, system, database administration, virtualization technologies, cloud solutions, software development/architecture is considered as advantage;
- High level of attention to details;
- Must have the ability to maintain confidentiality and work well with others;

COMPETENCIES

- High Integrity and Ethics
- Good time-management skills.
- Experience in implementation of complex business applications such as CBS, CRM and/or ERP systems;
- Excellent leadership and decision-making skills;
- Problem-solving and decision-making abilities
- Ability to work under pressure
- High level of attention to details;
- Must have the ability to maintain confidentiality and work well with others;

LANGUAGE SKILLS

- Fluency in Albanian and English languages is required. Fluency in Serbian language is highly desired

TRAVEL REQUIREMENTS

- Ability to travel within and outside the country

Please send your CV and a motivation letter to the e-mail address: recruitment.hr@fincakosovo.org or apply online through website www.fincakosovo.org . The title should state the position of the job and the place. Applications submitted in other forms are not considered.

Note: With your application, you authorize FINCA Kosovo and Finca Impact Finance to collect, verify and process personal data for the possible purpose of employment at FINCA Kosovo*

Only selected candidates will be contacted. The application deadline is until 28/08/2022.
FINCA Kosovo offers equal employment opportunities.