EMPLOYMENT OPPORTUNITY

Uganda Red Cross Society (URCS) is the leading National Humanitarian Organization in Uganda and a member of the International Red Cross and Red Crescent Movement (IFRC). Uganda Red Cross implements lifesaving services across the country and would wish to invite applicants that meet job requirements for vacant position in our organization.

Applications from suitable persons to be considered for appointment in the outlined positions are hereby invited. All applicants should adhere to the Red Cross Principles. URCS is an equal opportunities employer and mindful of gender balance in its establishment.

The full job description and application form can be viewed and downloaded from the jobs section of our website at http://www.redcrossug.org/JoinUs/Jobs

Please send your filled application form and attach your academic transcripts and certificates. The filled application forms, academic transcripts and certificates should be e-mailed to; vacancies@redcrossug.org or hand delivered, and or by post to:

The Secretary General,
Uganda Red Cross Society,
Plot 551/555 Rubaga Road,
P.O. Box 494, Kampala, Uganda.
Email; vacancies@redcrossug.org

Closing date for receipt of the applications 14th October, 2024 at 5:00 p.m.

Due to large volumes of applications, only short listed candidates shall be contacted. *Canvassing shall lead to automatic disqualification.*

Title:	Digital Transformation Supervisor
Grade:	UR 4
Reports:	IT Services & Digital Transformation Manager
Location:	URCS Headquarter
Duration:	One (1) year (subject to availability of funding)
Date:	October, 2024

Job Purpose:
The Digital Transformation Supervisor will enable URCS journey toward digital excellence and innovation by leveraging a deep understanding of IT infrastructure, software systems, and emerging technologies to architect and implement transformative digital strategies. He/ She will play a pivotal role in driving efficiency, scalability, and agility across URCS operations through the adoption of cutting-edge digital solutions.

KEY RESPONSIBILITIES:

1. Engage cross-functional teams in the planning, execution, and delivery of digital transformation initiatives, ensuring alignment with project timelines, budgets, and quality standards.

2. Supervise programmers and software engineers during the implementation and deployment URCS applications and digital solutions.
3. Champion a culture of continuous improvement and innovation by fostering digital literacy and managing organizational change associated with technology adoption.
4. Collaborate with URCS digital solutions implementing partners/funders/sponsors to ensure quality and standard applications are deployed and documented.
5. Implement KPIs to measure the success and impact of digital transformation efforts, providing regular updates and insights to stakeholders.
6. Carry out operations and maintenance for all digital products deployed across the National Society, including training and incident management for users.
7. Monitor, track, and report on the progress of the milestones and flagship projects of the Digital Transformation Strategy.
8. Evaluate and manage relationships with technology vendors and service providers to ensure alignment with organizational goals and standards during the implementation of IT products and services.
9. Proactively identify risks and issues related to digital initiatives, develop mitigation strategies, and monitor implementation to ensure seamless integration and minimal disruption.
10. Participate in the assessment of current IT systems and processes, identify gaps, and recommend innovative technologies and platforms to enhance operational efficiency and user experience.
11. Develop and implement backup and disaster recovery plans to minimize downtime and data loss for URCS applications.
12. Develop and implement a business continuity framework for both cloud and on-premise systems.
13. Ensure the availability, performance, and security of systems through proactive monitoring and maintenance.
14. Stay informed about emerging technologies and industry trends, assessing their potential impact on the organization.
15. Conduct training sessions to educate staff on the effective use of implemented digital solutions.
16. Ensure that the digital transformation initiatives comply with the data protection regulations and best practices.
17. Prepare regular reports on digital transformation activities, performance metrics, and project status updates for management.

PERSON SPECIFICATION

Minimum qualifications, working experience and competencies:

Education qualifications	1. Minimum of a Bachelor's Degree in Computer Science, Information Technology, Management Information Systems, or a related field from an approved, recognized and reputable university. 2. A post graduate qualification in a related field from an approved, recognized and reputable university is an added advantage. 3. A certificate in IT Services Management (ITSM), ITIL-V4 is a requirement. 4. Certifications in IT related fields such as networking, security, database management, Cloud computing etc are an added advantage
Working experience	1. Minimum of Five (5) years' professional experience in IT, with a focus on digital transformation initiatives, process improvement, or

	implementation of new technologies; two (2) of the years with supervisory responsibilities. 2. Demonstrable technical knowledge of IT systems, networks, infrastructure, and emerging technologies relevant to digital transformation (e.g., cloud computing, data analytics, AI and IoTs). 3. Demonstrable experience with IT security best practices and compliance requirements. 4. Demonstrable experience in the change management process. 5. Demonstrable experience in business process optimization techniques.
Core competencies	1. Negotiation and conflict management 2. Innovation and creatively 3. Stakeholder management 4. Commitment to continuous learning 5. Communication 6. Technology awareness 7. Policy research and development 8. Change capability and adaptability 9. Manage resources 10. Empowering and building trust.
Knowledge, Skills, and Abilities	1. Ability to tackle complex technical problems that require critical thinking and troubleshooting skills, identify the root cause of a problem and come up with effective solutions. 2. Demonstrable ability to Communicate Technical Information to non-technical people, such as end users or team members from other departments, explain technical concepts in a clear and concise manner, and be able to listen to and understand the needs and concerns of others. 3. Ability to work as part of a team, interact with users or clients, work well with others, resolve conflicts, and handle difficult situations. 4. Ability to maintain and supporting multiple systems, prioritize tasks and manage their time effectively to meet deadlines and deliver results. 5. Ability to adapt to new technologies and approaches as needed, learning new skills or technologies on the job. 6. Have a high level of attention to detail to ensure that systems are configured and maintained properly and that any problems are identified and resolved promptly.