

| POSITION | REQUIRED BASIC & ADDITIONAL QUALIFICATIONS | EXPERIENCE | KEY RESPONSIBILITIES |
|---------------------------|--|---|--|
| COO/Director - Operations | <ul style="list-style-type: none"> A Bachelor's Degree from a recognized university /institution or equivalent qualifications with postgraduate qualifications from a recognized university/institution | <ul style="list-style-type: none"> Minimum 15 years of relevant professional experience from which 05 years at a leadership role | <p>Delivery of LGII Vision strategic & operational goals</p> <ul style="list-style-type: none"> Develop and implement the strategic plan of LGII with the consultation of LGII Board of Directors and CEO, ICTA Provide strategic leadership to LGII to ensure the corporate goals are achieved as per LGII strategic plan Efficiently managing the LGII technical and commercial operations, and performance to ensure LGII produce the desired results. <p>Operation Management</p> <ul style="list-style-type: none"> Develop and implement operations plan to improve the effectiveness of internal processes, service delivery to achieve operational excellence of government digital platforms Ensure operations support services of all ICT solutions undertaken by LGII are meeting the expectations of client organizations, thus ensuring internal support services and third-party contract management of service providers are carried out efficiently |

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| | | | <ul style="list-style-type: none"> • Ensure all support services managed by the organization sustenance the digital transformation process of ICTA to provide effective digital solutions • Ensure the required infrastructure and other facilities are in place, for uninterrupted service delivery by the operations team. <p>Financial Management</p> <ul style="list-style-type: none"> • Develops the annual budget under the supervision of ICTA • Ensure billing collection operations function of LGII is well managed <p>Stakeholder Management</p> <ul style="list-style-type: none"> • Cultivate and enhance positive relationships with all stakeholders • Act as the primary spokesperson for the organization and promotes collaborative cooperation <p>Service delivery</p> <ul style="list-style-type: none"> • Ensure design, develop world class service delivery standards within the organization |

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| | | | <ul style="list-style-type: none"> • Ensure delivery of services and related, processes, systems are designed, implemented and monitored <p>Leading the teams</p> <ul style="list-style-type: none"> • Builds a positive and productive culture within the organization which facilitate the digital transformation • Motivate and inspire teams to adopt the organization' s vision and values and achieve organizational and individual KPIs • As a subject specialist, provide guidance and advice, in relation to technical aspects and operations management to the support team • Liaise with ICTA team on playing catalyst role in design, delivery and implementation of country digital transformation through effective digital solutions |