Job Title: GROUP IT PRODUCTS MANAGER

Department: IT
Duty Station: Jibu Office
Job Level: Management level
Reports To: Chief Operations Officer
Type: Full Time

Job Purpose:

- The Group IT Products Manager is primarily responsible for setting goals, defining success, motivating teams and owning the IT products outcome to support both JibuCo and Franchise Network in achieving business objectives. The IT Products Manager will take ownership of the end-to-end aspects of the products by clearly defining the 'why', 'what', and 'how.
- The Group IT Products Manager will ensure that the IT products are highly relevant and improve franchise operations and the overall scalability of the enterprise through development of robust IT backed systems.
- The Group IT Products Manager will identify needs, articulate what success looks for a given IT solution, develop or support development of the products, and rally the teams to turn that vision into a reality.

Duties & Responsibilities:

Product design and selection

- Develop concepts/ product vision
- Define what success looks like for required IT solutions and spreading the vision across all stakeholder groups
- Aligning all relevant JibuCo staff and franchise owners and building action plans / roadmap to achieve the vision for the product.
- Own the vision and ROI for the IT products
- Understanding and representing user needs
- Contribute to the design and coding of custom apps and database tools
- Frequently review the existing business practices in different markets and align them with "*the System*" to ensure relevance of product and identify opportunities for efficiency gains, automation or cost reductions through IT.

Product lifecycle management

- Prioritizing product features and capabilities
- Empowering and supporting JibuCo teams to succeed in implementation of the products and building sustainable decentralised structures that allow every AMF to independently manage and administer the product
- Provide troubleshooting support for IT tools used by Jibu staff in all countries
- Manage all projects with developers and closely managing scope so you can get the product out on time
- Continuously improve tools after implementation
- Create leverageable collateral, FAQs, presentations to support product adoption across various stakeholder groups.

- Closely collaborate with the Training function to develop relevant, understandable and effective training modules for both the users and administrators of the product.

Product utilisation and data management
- Iterating products overtime and solving problems as they pop up to keep the product relevant
- Track and manage the utilization of tools to ensure data is being captured appropriately
- Reporting on ROI and success of the IT products to all Jibu stakeholders.

Supervision Received:

This position works highly autonomously. Receives general supervision from the Chief Operations Officer, with limited technical supervision. Expected to show high levels of initiative within the role. Accountable for functional area results.

Qualifications:

Minimum Experience Requirements:
- Bachelor's degree in Information Technology, Computer Science, or a related field.
- 5+ years of experience in IT project or program management.
- Proven experience with ERP systems (e.g., ERPNext, NetSuite)
- Strong knowledge of business processes and technology alignment.
- Excellent project management skills, with experience using methodologies such as Agile or Waterfall.
- Strong problem-solving skills and the ability to work under pressure.
- Experience with cloud computing, data analytics, and cybersecurity is a plus.

Required Skills:
- Programming Experience is a plus.
- Experience in Data Analytics is also a plus.
- Product Management
- Independent initiative to solve problems and improve on existing solutions
- Ability to explain technical terms and processes to non-technical people, both in speech and writing.
- Fluent written and verbal English
- Fluency in various East African languages preferred

Interested? Apply using this link to fill out the application form.

Applications will be reviewed on a rolling basis.