Position Title:	**Systems Engineer**	Date:	**07/03/2016**
Department:	**Technical**	Position Code:	**SRS-310**
Business Unit:	**Systems and Software**	Location:	**Nairobi**
Reports to:	**Technical Manager**	Direct Reports:	**Nil**

Purpose: The Systems Engineer is responsible for preparation, planning, designing, implementation and operationalization of technical solutions that will meet customer business requirements. This role is responsible for:

- Systems and Software
- Web and Database security
- Cloud and Virtualization
- Other solutions as the role might be assigned.

The holder of the position will apply project management methods to complete engagements on time and within budget as agreed with key stakeholders.

Key Internal Relationships: Account Managers, Procurement, Technical Team

Key External Relationships: Current and prospective customers.

KEY RESULT AREAS

1.	**Analyse customer business requirements, develop a sound technical design and prepare the technical proposal.**	**Position holder successful when:**
	• Either independently, or working with the account manager, carry out a careful assessment of customer business needs. • Prepare compelling presentations on solutions for both internal and external customers. • Develop a sound technical design that meets the client requirement, that meets the best practices. • Build the requisite Bill of Materials for subsequent pricing by commercial. • Work with the bid/commercial team in preparing the technical proposal.	• Customer business needs are clearly captured and translated into a technically sound solution. • A winning presentation is made to customers that leads to opportunity conversion. • An excellent, winning, commercially viable proposal is put together, in good time, paying careful attention to details, with no errors or oversight. • A seamless, interdependent working relationship is achieved with other team members.
2.	**Successful deployment of technology solutions to meet customer business challenges/needs/gaps.**	**Position holder successful when:**
	• Prepare a clear and practical project implementation plan in consultation with the customer, clearly showing deliverables, milestones and resources. • Prepare a clear and concise User Acceptance Test (UAT) document in consultation with the customer. • Implement the proposed solution, enforcing design standards developed during the design stage, and	• A detailed, clear and enforceable project plan is agreed on with the customer. • The implemented solution meets and surpasses the expected levels of performance.

	following the timelines agreed on in the project plan and ensuring sign-offs on milestones. • Perform thorough functionality tests to ensure optimal working of the implemented solution. Enforce the UAT document, addressing customer concerns. • Successfully carry through the project to closure within set timelines, ensuring a certificate of completion is issued by the customer. • Prepare requisite documentation on the complete solution, including user and process manuals. • Prepare and carry out user training on the solution, to enable the customer extract maximum value from the solution.	• The project or solution is completed within set timelines and budget, with milestones sign-off being enforced according to the schedule. • The solution users are well trained and comfortable with the solution and can clearly identify the value of the solution. • The customer signs off on the UAT document and issues a project completion certificate.
3.	**Provide expert-level support of customer systems and infrastructure.**	**Position holder successful when:**
	• Provide post-implementation support of deployed solution, to ensure optimal operation of implemented solution. • Provide excellent support services to customers (both internal and external) by following best practices in troubleshooting and fault resolution, drawing from individual skill as well as company knowledge pool. • Ensure that any support tickets raised are resolved in the shortest time possible to the satisfaction of the customer to minimize business impact. • When required, take up the role of onsite/resident support engineer at a customer's site for a specified period of time.	• The customer's expectations of our support services are met and exceeded. • Customer provides excellent feedback on customer satisfaction surveys. • The company consistently achieves high Net Promoter Score as a result of exceptional level of service provided to customers.
4.	**Personal and Professional Development**	**Position holder successful when:**
	• Consistently develop and update technical skills with the aim of reaching expert-level in alignment with market trends and company strategy. • Develop an in-depth knowledge of product portfolio and grow into the role of a trusted advisor to both internal and external customers. • Develop soft skills, including communication, advisory, sales and leadership. • Constantly validate technical and soft skills by certifying on partner products to increase both individual and company standing in the marketplace.	• The individual exhibits measurable growth in skills, approaching expert-level and provides sound advisory role to internal and external customers. • The individual becomes a trusted advisor and the go-to resource on matters of his skills area. • The individual has developed excellent communication skills and is constantly developing in leadership abilities.
5.	**Other Administrative Duties**	**Position holder successful when:**
	• Exhibit excellent working relationship with supervisors and colleagues. • Be actively involved in product development, especially as relates to the area of expertise. • Perform a presales role by identifying solution gaps and opportunities and work with commercial to cultivate these opportunities.	• The individual has an excellent working relationship with supervisors and team members. • New, viable products are added to the company product portfolio and successfully deployed.

• Perform any other related duties as one may be called on to perform by the management.	• Solution gaps that customers may not be aware of are successfully cultivated into a sale.

KEY ATTRIBUTES

- Excellent analytical and problem-solving skills: Ability to identify key components of a problem and then formulate a solution (Troubleshooting and debugging).

- Well-developed written and verbal communication skills: Ability to translate business needs into technical specifications, document deployed solutions as well as explain technical solutions to a business audience.

- Planning and Organization: The ability to establish a process for activities leading to implementation of outcomes.

- Self-Management: Ability to prioritize and complete tasks in order to deliver desired outcomes within allotted time frames

- Self-starting: The ability to initiate and sustain momentum without external stimulation.

- Continuous learning: The ability to continually develop their working knowledge of technology and products relevant to the business area of operation.

REVIEW OF PRD:

This PRD will form the basis for the annual review of the above job holder and will be reviewed with the supervisor at least annually.

Signature _____   Date_____
     Eva Kimathi

Signature _____   Date_____
     Administration Manager