



Job Title	Supplier Relationship Supervisor
Directorate	E-Government Services
Department	Service Delivery
Reporting to	Manager, Service Delivery
Salary Grade	N5
Jobs that report to this role	Operations and support staff (2)
Job Purpose	
Strategically planning for, and managing, all interactions with third party organizations that supply goods and/or services to NITA-U in order to maximize the value of those interactions.	
Key Accountabilities	
<ul style="list-style-type: none"> i. Responsible for performance monitoring and periodic third-party supplier /vendor evaluations to ensure compliance with contractual service targets and level agreements ii. Responsible for developing and leading a dynamic vendor management team which is tasked with multiple responsibilities in a fast-paced technology environment iii. Responsible for providing NITA-U procurement teams with metric-based reports that feed into the vendor contract extension/renewal process iv. Coordinate communications between internal technical groups at NITA-U such as Procurement, Finance, Change Management, Problem Management, and Service Delivery and third-party vendors v. Responsible for relationship management between NITA-U top management and its IT third-party providers/vendors vi. Develop strategies, processes, and Service Improvement measures specific to each third-party provider/ vendor to ensure that NITA-U obtains value from its vendors vii. On-boarding and Off-boarding vendors at the time of contract signing, expiry, or termination viii. Responsible for license management and ensuring timely renewal of the licensing services. ix. Create closer, more collaborative relationships with key suppliers in order to uncover and realize new value and reduce risk of failure. 	
Position Requirements	



Education :

- I. Minimum qualification of Bachelor’s Degree in Computer Science, Information Systems, Information Technology, Software Engineering, or similar field from a recognized university;
- II. At least one professional certification in ITIL, Project management (PMP, Prince 2), Procurement management, and contract negotiation is a requirement.

Experience:

At least three years of working experience in IT Service Management, IT vendor management, or supplier relationship management with at least one year in a supervisory role.

Technical Expertise

- i. Possess experience in successfully conducting a range of negotiations across a variety of IT categories.
- ii. Solid working knowledge of current IT technologies, total lifecycle cost structures, and pricing mechanisms.
- iii. Demonstrate effective contract lifecycle management and negotiation skills
- iv. Demonstrate skills in sourcing IT components of the procurement lifecycle e.g. strategic thinking in the development of sourcing approach/route to market, analyzing and understanding market dynamics, negotiation strategy, evaluation strategy, risk management, and supplier integration/mobilization.

Nature and Scope

Interpersonal Skills

- i. Soft skills required in relationship management and customer service
- ii. Leadership skills with the ability to work well in a team.
- iii. Ability to effectively prioritize and execute tasks in a high-pressure environment.
- iv. Strong written, oral communication and interpersonal skills.

Level of responsibility -

- i. Direct supervision of two staff members
- ii. Indirect supervision of third-party providers/partners