



## JOB PROFILE

### 1. JOB DESCRIPTION

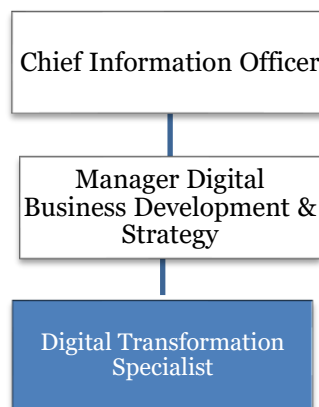
<b>Job Title:</b>	<b>Digital Transformation Specialist</b>
<b>Work Location:</b>	<b>RSL Head Office</b>
<b>Division:</b>	<b>Operations Support</b>
<b>Paterson Grade: C4</b>	<b>Last reviewed: September 2021</b>

### 2. JOB PURPOSE

To define digital innovative solutions by exploiting digital technologies and supporting capabilities to create business value in line with digital business strategy.

### 3. ORGANISATIONAL STRUCTURE

Organizational structure showing the position with two (2) levels above and one (1) level below



#### 4. KEY RESPONSIBILITIES

Key Performance Areas	Duties and Responsibilities:
<b>Digital Transformation and Innovation</b>	<ul style="list-style-type: none"><li>➤ Develop and implement enterprise-wide New IT transformation programs for internal and external Clients</li><li>➤ Decompose business problems in order to identify value areas, and structure and implement digital offerings, process transformation and technology solutions</li><li>➤ Identify opportunities to bring innovative solutions and ways of working to clients</li><li>➤ Plan and lead design workshops to ideate through sketches, wireframes, prototypes, early business modeling and build alignment on strategic direction</li></ul>
<b>Business Architecture</b>	<ul style="list-style-type: none"><li>➤ Facilitate, elicit and analyze strategic business requirements from stakeholders</li><li>➤ Model baseline business architecture and design the target business architecture</li><li>➤ Identify opportunities for innovation and business process optimization</li><li>➤ Recommend high-impact business and technology enhancements and optimizations</li><li>➤ Collaborate with Technical and Solution Architecture Functions to validate that technical design meets business needs</li><li>➤ Engage with implementation teams, acting on behalf of business stakeholders to ensure adherence to business design and provide detailed guidance for technical resources</li></ul>
<b>Knowledge and Information Management</b>	<ul style="list-style-type: none"><li>➤ Introduce collaboration mechanisms and tools to learning and sharing knowledge by collaborating with various stakeholders</li><li>➤ Develop and manage information architecture as well as taxonomy to enforce effective communication</li></ul>

<b>Reporting</b>	➤ Provide monthly and quarterly reports on implementation of unit initiatives for accountability and performance monitoring
<b>Policies and Controls</b>	➤ Participate in the development and review of systems, policies and procedures in accordance with the best practice and standards to enhance service delivery to clients

## 5. Work Conditions

- National Travel
- Electronic mail
- Extended hours
- Meetings/workshops
- Work from home

## 6. JOB SPECIFICATIONS

### 1. Education *(Minimum education level requirements)*

<b>Qualification</b>	Bachelor's Degree in Information Systems/Computer Science or related field
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### 2. Experience *(minimum necessary experience required)*

Five (5 ) years' relevant experience

### 3. Training *(essential training necessary in addition to the above experience to perform the job)*

- Business Process Analysis/Reengineering
- Lean Six Sigma
- Enterprise Architecture
- Design Thinking
- Digital Transformation / Innovation
- Information and Knowledge Management

### 4. Generic Competencies

- **Team Player:** willing to work in corporation with others to achieve a common goal
- **Agility:** dynamic and a possibility-oriented thinking
- **Service Culture:** prioritizing customer service in all business activities, decisions and every day operations
- **Communication:** continuous exchange of knowledge, information and ideas in order to clarify, persuade, influence, engage and build trust
- **Accountability:** taking ownership; holding oneself accountable for delivery; leading in action to resolve issues, open to feedback and critique
- **Change Agent:** proactively identifying and driving change in their area; strong change manager
- **Conflict Resolution:** mediate and resolve issues within the team and other stakeholders
- **Business Acumen:** keenness and quickness in understanding and dealing with a "business situation" (risks and opportunities) in a manner that is likely to lead to a good outcome

## 5. Professional Certification

Any relevant and recognized professional certification (*Added Advantage*)

## 6. Core Competencies

### Behavioural Competencies

- Business acumen
- Interpersonal skills
- Consulting skills
- Leadership skills
- Influence and negotiation skills
- Written, verbal, communication and presentation skills

### Functional Competencies (Technical)

- Strategic conceptual thinking
- Digital visualization
- Technology planning and execution
- Graphical modeling
- Data Analytics

## 7. Values

- Teamwork
- Innovation
- Professionalism
- Integrity
- Empathy