Job: Zone Enterprise Monitoring Specialist – Manager
Job Code: ISB/0424/ZEM/S-2
Level/Grade: Level 2 / Specialist
Job Nature: Permanent
Job Reports to: Director ZE Enablement

Overview: Responsible for creating and deploying SOPs/Frameworks for Monitoring. Overseeing monitoring processes, ensuring compliance, and optimizing performance metrics to drive continuous improvement.

Key Responsibilities:
- Establishing monitoring frameworks to track KPIs aligned with organizational goals.
- Conducting performance monitoring and delivering detailed reports to stakeholders.
- Identifying process optimization opportunities through data analysis.
- Implementing compliance monitoring protocols.
- Monitoring Reporting & Compliance; Accurate and Timely Reporting
- Stakeholder Management
- Automation of Monitoring processes into the STZA One Window Portal

Experience Requirements:
- Minimum 3 years of relevant experience in data analysis and reporting and stakeholder management.
- Data Analysis
- Creating Dashboards and presentations
- Reporting

Essential Skills & Competencies:
- Data Gathering & Management
- Data Analysis & Reporting
- Communication
- Task oriented and solution driven with focus on deliverables, quality, cost, and timelines.
- Organized and detail oriented, Proactive, Innovative with an analytical mindset.
- Ability to multitask and have critical thinking ability.

Education Requirements:
- Minimum academic qualification for this role is a graduate/bachelor's degree (16 years) in Business, Innovation, or related discipline from a national or foreign university recognized by HEC
- Master's degree is a strong plus.