

Solution Expert – HR & HQ Solutions

Open Position

Location: Kigali, Rwanda

About Africa Global Logistics (AGL)

Africa Global Logistics (AGL) is the leading multimodal logistics operator in Africa, active across port, logistics, maritime and rail activities. Now part of the MSC Group, a global leader in maritime and logistics, AGL combines more than a century of expertise with a presence in 49 countries and a team of over 23,000 employees. AGL delivers tailor-made logistics solutions to African and international customers, with the ambition of driving sustainable transformation across the continent. Beyond Africa, AGL also operates in Haiti, Timor-Leste and Indonesia.

AGL's MIS/IT Department (ASCENS) supports the Group's 250 subsidiaries from hubs in Paris, Abidjan, Johannesburg and Kigali, ensuring the effective use, management and continuous evolution of AGL's digital tools. Established in 2025, the Kigali Shared Service Center (KSSC), which includes ASCENS Kigali, is entering a strategic growth phase, delivering high-value digital services across the AGL network through standardized service delivery, operational excellence and strong cross-site collaboration.

This is an opportunity to grow in a truly international environment and contribute to a company that places Africa at the heart of its mission.

Job Overview

The Solution Expert – HR & HQ Solutions is responsible for a portfolio of business applications supporting functions such as Human Resources, Compliance, Procurement, Legal, QHSE and Finance. Based in Kigali, the role strengthens the HR & HQ Solutions team (already present in Paris and Abidjan) and acts as the local point of proximity between AGL's business stakeholders and the IT organization.

The role combines three core dimensions: a strong functional and business understanding; the ability to engage directly with business directions, capture their needs and translate them into solutions; a solid technical grounding, enough to challenge software vendors on their technological choices, cybersecurity practices and integration protocols, with deeper technical expertise available through the wider team; and full professional fluency in French, as the position regularly involves leading and following meetings, and writing reports, for francophone stakeholders across close to 15 of AGL's countries of operation.

Candidates coming from a business or functional background, rather than a purely technical/IT one, who have since developed exposure to IT-enabled projects are particularly well suited to this role.

Reporting & Structure

Reporting Line: HR & HQ Solutions Manager

Supervising: Team of developers, administrators, and internal & external support resources

Department: MIS – IT Division (ASCENS)

Team: HR & HQ Solutions

Contract Type: Permanent, Full-time, On-site

Location: Norrsken House, Kigali, Rwanda (Kigali Shared Service Center)

Start Date: As soon as possible

Languages: Fluent English and French are required for this position

Key Responsibilities

1. Team Leadership & Vendor Management

- Lead and supervise a team composed of developers, administrators, and internal & external support resources
- Provide and guide strategic decisions in line with team orientations

- Ensure compliance with the IT department's internal processes
- Maintain and develop team skills, both in administration and solution delivery
- Manage the relationship with the software vendor(s)
- Write and update the product roadmap, and drive continuous improvement of the platforms

2. Business Needs & Functional Specifications

- Gather and analyze business needs from HR, Compliance, Procurement, Legal, QHSE and Finance stakeholders
- Assess and estimate client (business) requests
- Contribute to functional specifications in collaboration with requesters
- Write and update functional and technical specifications for transformation and integration projects
- Transmit requirements to the development team and prioritize topics
- Ensure proper project delivery, from need identification to production release

3. Integration, Deployment & Quality

- Manage integration and deployments across the AGL network
- Standardize and industrialize Production Release processes and methods
- Contribute to architecture definition
- Contribute to the security of the solution(s): authentication choices, access rights, etc.
- Monitor the quality of deliverables

4. Performance Tracking

- Define indicators and performance-tracking mechanisms for the solutions under the role's responsibility

Key Performance Expectations

The Solution Expert will be evaluated on the quality and reliability of the solutions delivered, as well as on the strength of the working relationship built with business stakeholders across AGL's countries of operation. Key performance indicators include:

- Turnaround time and quality of response to business requests
- Reliability and quality of production releases and deployments
- Satisfaction of business stakeholders (HR, Compliance, Procurement, Legal, QHSE, Finance)
- Execution of the product roadmap and continuous improvement initiatives
- Effectiveness of vendor management and technical governance

Skills, Qualifications and Experience

Education

- Bachelor's/Master's degree (Bac+4/5) in IT or an equivalent field

Experience

- Minimum 2 years of experience in a similar solution/IT role, with 4 years of cumulative professional experience
- Prior experience working closely with business/functional teams (HR, Compliance, Procurement, Legal, Finance, QHSE or equivalent) is a strong asset. Candidates with an exclusively technical/IT background and no business exposure will not be prioritized
- Knowledge of the logistics and transport sector is a significant advantage

Attitude & Values

At AGL, every employee in this role is expected to:

- Be genuinely business-oriented, comfortable engaging with non-IT stakeholders and translating their needs
- Take ownership and drive projects from need identification through to delivery
- Be an active listener and a clear communicator, in both English and French
- Adapt to a truly international, multicultural and multi-site environment
- Have a learning attitude and the ability to develop technical depth on the job

Key Competencies

- Strong functional/business understanding, with the ability to dialogue with business directions and capture their needs
- Solid technical knowledge of: business applications (TPRM, HR, Compliance, QHSE, etc.), cloud environments (Microsoft Azure preferred), Windows Server 2008+, SQL Server 2008+ / IIS 7 / SSIS, integration tools (API, sFTP, etc.), and SSO technologies (OpenID Connect, SAML)
- Ability to technically challenge software vendors on technology choices, cybersecurity and interfacing protocols
- Fluent English and French. Able to lead, follow meetings and write reports in both languages
- Strong leadership and team management skills
- Excellent communication and stakeholder management skills
- Rigorous, well organized, and able to manage several projects in parallel

Application

Applicants should submit the following documents by e-mail:

- A brief but comprehensive CV, including details of relevant education and work experience
- A short cover letter (English or French) explaining why you consider yourself a good candidate for this position
- Names and contact details of two reference persons

How to Apply:

- *Please submit your application (cover letter, CV and references) to Sandberg Ltd, international recruitment company based in Rwanda, on: m.lebrun@sandberg-ltd.com*
- *Subject Line: Solution Expert – HR & HQ Solutions, AGL Kigali*

Application Deadline: Applications must be submitted no later than 23 August at midnight (Kigali time). Late applications will not be considered. Only shortlisted candidates will be contacted.