



NATIONAL ENVIRONMENT AND PLANNING AGENCY

JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	Manager Information Technology
JOB GRADE:	8
POST NUMBER:	
DIVISION:	Corporate Management
BRANCH:	Information Technology
REPORTS TO:	Director Corporate Management
MANAGES:	IT Business Analyst, Technical Support Specialist, Application Development Specialist, Enterprise Systems Specialist

This document is used as a management tool and specifically to enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

Employee Date

Manager/Supervisor Date

Head of Department/Division Date

Date received in Human Resource Division Date Created/revised

Strategic Objectives of the Division/Branch:

The Corporate Management Division provides a portfolio of organization support functions to enable efficient operations of the Agency in executing its mandate and the achievement of its objectives. The Division comprises the following Branches:

Finance & Accounts Branch: is responsible for managing the financial affairs of the Agency establishing and maintaining sound financial controls, accounting systems and procedures in keeping with standard accounting principles and practices and GoJs standards and requirements.

Public Education and Corporate Communication Branch is responsible for providing public education and consultation support services to the divisions and branches as well as to coordinate the Agency's public relations programmes.

Information Technology Branch: is responsible for the ongoing operations and technical support of the agency's technology infrastructure to support operational management and delivery of its services.

Facilities Management and Operations Branch: responsible to provide registry, security, transport, ancillary and maintenance management services.

Public Procurement Branch: responsible to provide procurement management services and administer public procurement on behalf of the Agency.

Job Purpose:

The Manager, Information Technology is responsible for providing leadership in planning and managing the Agency's IT resources to optimize the use of modern technology and information systems to augment service delivery and overall efficiency and cost effectiveness in executing its mandate.

Key Outputs:

- Branch's operational plan
- ICT Strategy
- Business recovery and disaster management plan
- IT Operating policies and procedures
- Reports - routine, ad hoc, special
- Management direction and guidance
- Effective and efficient Section
- Direct reports performance appraisals

Key Responsibility Areas:

A. Management Responsibilities

1. Contributes to the preparation of the Division's operational plans and budget, ensuring the Branch's contribution is clearly defined including well aligned objectives, performance indicators and targets.

2. Manages the implementation of the Branch's operational activities through the preparation of individual work plans and the provision of technical guidance to team members to enable achievement of agreed targets, monitors performance and recommends/takes corrective action to address issues that may impact the expected results.
3. Participates in the selection and contract negotiations of consultants and service providers for the provision of IT equipment and services; manages relationships, and monitors vendor performance against Service Level Agreements.
4. Facilitates the management of AMANDA and other shared IT resources between the Agency and other Government Agencies.
5. Leads team efforts to achieve Branch and company goals; demonstrates/upholds the Agency's core values in personal and professional behaviours.
6. Prepares and submits reports on the activities of the Branch as required.
7. Attends meetings on behalf of the Branch and/or the Agency as directed.
8. Demonstrates and upholds the Agency's core values in personal and professional behaviours in order to minimise reputational risks and maintain the corporate image of the Agency

B. Technical/ Professional Responsibilities

1. Leads the development of the IT strategy ensuring alignment with the Agency's strategic objectives and the GoJs ICT policy direction; directs implementation and regularly monitors progress to enable timely return on investments and improved efficiency.
2. Leads the development and ensures enforcement of policies and procedures for the protection of information technology assets and the integrity, security and privacy of information entrusted to and/or maintained by the Agency.
3. Develops policies and procedures to guide the effective management and mitigation of IT related risks
4. Leads the development and maintenance of an enterprise-wide business recovery plan to ensure timely and effective restoration of information technology services in the event of a disaster.
5. Monitors and ensures IT systems operate according to internal standards, external accrediting agency standards and legal requirements; ensures adequate and timely resolution to IT issues including identifying training needs and recommending appropriate training programmes; collaborates with HR Division to coordinate the design and delivery of training.
6. Manages/oversees all projects related to selection, acquisition, development and installation of information systems for the Agency; leads the development and/or implementation of new IT projects ensuring co-ordination with existing projects.
7. Keeps abreast of developments in the Public Sector IT community, identifies opportunities where the Agency can benefit/leverage such developments and makes representation on behalf of the Agency

8. Keeps abreast of trends in information technology and business development and initiates/recommends their adoption where necessary to improve efficiency and productivity within the Agency.
9. Provides technical advice to management on information technology matters.

C. Human Resource Responsibilities

1. Provides leadership to direct reports to enable their personal growth and professional development through inter alia:
 - effective objective setting, discussion and agreement of work programmes
 - delegation of appropriate levels of Agency and autonomy
 - appropriate technical and managerial guidance
 - timely and effective communication and performance feedback
2. Ensures that training and other development needs of direct reports and other Division staff are adequately identified and addressed.

D. Other Responsibilities

The incumbent may, from time to time be assigned duties not specifically outlined within the job description but are, however within the capacity, qualifications and experience normally expected from a person occupying this position.

Authority

The position incumbent is authorized to:

- Make changes to IT operating policies and procedures
- Authorize expenditure within established limits for position
- Approve staff leave

Performance Standards:

- Established Branch and personal targets are consistently met.
- IT strategy and business recovery plan are in keeping with best industry practice and are aligned with the Agency's strategic objectives and GoJ ICT policy and strategy
- IT policies, procedures and standards are in keeping with best industry practice and conducive to operational efficiency
- Required reports and other documents are thoroughly and accurately prepared, submitted within the specified time frame and adhere to standard formats.
- Internal customer satisfaction ratings for the are maintained at established level
- Advice, guidance and technical support provided are sound, and in keeping with the Agency's priorities and direction

- Direct reports are consistently satisfied with the quality and timeliness of guidance and performance feedback provided.
- Confidentiality, integrity and professionalism are demonstrated in the execution of duties and personal conduct

Internal and External Contacts:

(i) Internal

Contact (Title)	Purpose of contact
CEO	Technical advice
Procurement Branch	Purchase of IT equipment and supplies
General staff	IT support

(ii) External Contact (required for the achievement of the position's objectives)

Contact (Title)	Purpose of Contact
Consultants, service providers /vendors	IT services, purchase of IT equipment etc.
Ministry of Local Govt. other MDAs	AMANDA and other shared services, networking

Working Conditions

Typical Office environment

Required Competencies:

- Excellent Interpersonal Skills
- Excellent negotiating skills
- Strong technical competency with proven track record of successful project delivery
- Excellent judgment, decision making, analytical, and problem solving skills
- Excellent knowledge of technical management, information analysis, network design and hardware/software systems management
- Excellent presentation, oral and written communication skills

Minimum Required Education and Experience

- Undergraduate degree in Communication Engineering or Computer Science or Database Administration or related field
- Microsoft Certified Systems Engineer (MCSE) or similar Network Operating System Certification.
- Training in Supervisory Management.

- Demonstrated experience in development of relational databases in a client /server environment
- Experience in SQL Server 7 and/or 2000 administration including: maintain security, load balancing, database optimization, backup and restore, database mirroring, database replication and also writing of T-SQL scripts to create tables, views, stored procedures and triggers.
- Five years progressive experience in a similar or related post.