

Post: IT Manager

Section: ICT and Statistics

1. Position Summary

The IT Manager is responsible for managing all organization technologies and providing technology support and training. The IT Manager is also responsible for the implementation of technology within an organization and directing the work of systems/business analysts, IT consultants, computer programmers, support specialists, and other computer-related workers.

2. Roles and Responsibilities

- Manage the IT function on a day-to-day operational basis.
- Maintain a thorough knowledge of the organization and adhere to all organizational standards.
- Keep immediate supervisor (i.e. the Secretary General and the Commission member overseeing the ICT and Statistics section) well-informed of activities and recommends corrective actions.
- Work with senior management to propose, agree and deliver IT service to defined Service Level Agreements.
- Create and implement IT policies.
- Create an IT strategic plan.
- Ensure Business-IT alignment.
- Manage all IT projects being undertaken by the Civil Service Commission.
- Analyze systems, processes and workflows to identify IT requirements to add value to the Commission's work.
- Act as the facilitator in meetings with project stakeholders.
- Ensure the availability, continuity and security of data and information pertaining to the organization.
- Be an authority on 'VEYO'.

- Prioritize software development projects and other activities undertaken by the ICT section of the Civil Service Commission.
- Create project plans and schedules for all projects undertaken by the ICT section of the Civil Service Commission.
- Manage staff appraisals and disciplining as needed.
- Participate on committees, task forces, workgroups, etc. As directed, facilitate technology meetings and user groups.
- Manage external technology projects.
- Maintain knowledge on current technology.