Housing Authority
Position Description: Manager Information, Communication & Technology

Incumbent	Vacant
Reports to	General Manager Finance & Administration
Division	Finance & Administration
Date	

Reporting Positions
System Programmer
Analyst Programmer
Systems & Network Administrator
Assistant Systems & Network Administrator
ICT Help Desk

Purpose
This position is responsible for the effective management of MIS departmental resources and the provision of specialist technical support to personnel in order to achieve the Authority's overall business objectives.

Accountabilities
The Jobholder has the following accountabilities:

1. Management of the Corporate Information, Technology and Resources
   - Liaising with the Chief Executive Officer and General Managers and other senior executives to achieve information technology objectives that are in line with the Policies and Procedures of the Authority;
   - Development of the ICT budget in consultation with the GM Finance & Administration;
   - Development of ICT policies & procedures with regards to communication etiquette & safety guidelines and equipment storage, use and maintenance.
   - Ensuring adequate security access controls are in place;
   - Ensuring a disaster recovery plan is in place and operating effectively;
   - Monitoring the performance of the IT division on a regular basis;
   - Identifying areas for improvement and making recommendations for the same.

2. Network/Technical:
   - Proven experience managing IT infrastructure and services.
   - Experience with network administration, and network installation.
   - Proficient in computer\server hardware, cabling installation and support, wireless technology applications and interface, and IT security.
   - Proficient in Microsoft Windows Server, Exchange, SQL, Oracle, Linux
   - Understanding all departments' objectives, the overall business and companywide processes;
   - Streamlining processes to achieve maximum efficiencies;
   - Providing IT solutions that will enhance these streamlined processes;
   - Ensuring the proper staffing of the ICT department.
   - Ensuring an appropriate IT support platform (hardware and software) for the organisation's core business processes and planned processes.

3. System/Software Development
   - Provide project management and technical leadership for every aspect of software.

- Supervise architecture plus lead efforts to develop technical roadmap of all projects.
- Establish and stimulate software development standards and processes along with best practices for delivery of scalable and high quality software.
- Develop relations with existing and prospective internal customers to interpret all individual requirements.
- Learn and display as how products would add value to respective business.
- Ensure top quality design reviews attaining business goals.
- Manage and execute software development projects from beginning to finish.
- Development and maintenance of existing systems;
- Facilitating the development of new systems;
- Managing ICT expenditure;
- Ensuring a prompt response to ICT problems/issues that may arise;
- Manage external IT consultants/outsourced service providers

4. Security
   - Monitor their organization's networks for security breaches and investigate violations when they occur.
   - Design, implement, and maintain the organization's cyber-security plan
   - Develop and Direct the installation and use of security tools (e.g., firewalls, data encryption), to protect sensitive information.
   - Recommend security enhancements to GM
   - Help computer technicians, end users when they need to install or learn about new security products and/or procedures.
   - Ensure that IT security audits are conducted periodically or as needed (e.g., when a security breach occurs).
   -
5. Training and development
   - Planning, implementing and coordinating training and development plans so that all personnel have appropriate IT training;
   - Building and managing an IT team that is customer and service-delivery focussed
   - Assist in providing support towards website maintenance.

Working Relationships
Internal
Chief Executive
General Manager Finance & Administration
General Manager Land & Housing Development
General Manager Customer Relations
 General Manager Lending
Manager Corporate Governance
Manager Human Resources

External
External IT consultant's/system providers
Hardware/software vendors
Customers

Major Challenges:
- Drive and develop IT strategic plans
- To ensure that the Authority's information systems are operating efficiently to meet user demands

- Lower costs of IT operations
- Increase output and reduce system delivery time
- Building and managing a team of IT professionals to provide high quality IT service
- IT risk management
- Ensuring continuous improvement via staff training

Competencies, Experience and Qualifications

The following competencies, experience and qualifications are required to do this job:

- A Degree in Information Technology /Systems & a related discipline or Diploma in Information Technology with minimum 5 years' experience in management position in IT related field
- A sound knowledge of IT processes
- Good leadership ability
- Strong people management and communication skills
- Good project management skills
- Demonstrated leadership skills in the fast paced environment and ability to work under pressure.
- A proven ability to identify areas that need improvement and implement sound change management
- Self-motivation and an ability to motivate others
- Good understanding of HAF's strategies, policies and procedures
-

Position Holder: **DATE:**

Chief Executive Officer: **DATE**