

# Housing Authority

## Position Description: Manager Information, Communication & Technology

<b>Incumbent</b>	
<b>Reports to</b>	Chief Executive Officer
<b>Division</b>	CEO Division
<b>Date</b>	
<b>Reporting Positions</b> System Programmer Analyst Programmer Systems & Network Administrator Assistant Systems & Network Administrator ICT Help Desk	
<b>Purpose</b>  The Manager ICT will be responsible for setting the overall strategy and directly overseeing the planning, development and coordination of Authority's Technology business operations and effective management of digital team to achieve the overall business objectives. The role is also accountable for the development of IT strategic plans, management of IT risks and ensuring the Authority's information systems are operating efficiently to meet customer and staff needs.	
<b>Accountabilities</b> The Jobholder has the following accountabilities:  <b>1. Management of the corporate information technology and resources</b> <ul style="list-style-type: none"><li>• Liaising with the GM Finance &amp; Administration and other senior executives to achieve information technology objectives that are in line with the strategies of the Authority;</li><li>• Development of the ICT budget in consultation with the GM Finance &amp; Administration;</li><li>• Ensuring adequate security access controls are in place;</li><li>• Ensuring a disaster recovery plan is in place and operating effectively;</li><li>• Monitoring the performance of the IT division on a regular basis;</li><li>• Identifying areas for improvement and making recommendations for the same.</li></ul> <b>2. Information technology strategic planning. This is achieved via:</b> <ul style="list-style-type: none"><li>• Understanding all departments' objectives, the overall business and companywide processes;</li><li>• Streamlining processes to achieve maximum efficiencies;</li><li>• Providing IT solutions that will enhance these streamlined processes;</li><li>• Ensuring the proper staffing of the ICT department.</li><li>• Ensuring an appropriate IT support platform (hardware and software) for the organisation's core business processes and planned processes.</li></ul> <b>3. IT project management</b> <ul style="list-style-type: none"><li>• Development and maintenance of existing systems;</li><li>• Facilitating the development of new systems;</li><li>• Managing ICT expenditure;</li><li>• Ensuring a prompt response to ICT problems/issues that may arise;</li><li>• Manage external IT consultants/outsourced service providers.</li></ul>	

#### **4. 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

#### **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 Talent & Culture

##### **External**

External IT consultants /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 or a related discipline
- A minimum of 5 years' experience in management position in IT related field
- Lead digital transformation
- Good leadership ability and sound knowledge of IT processes
- Strong people management and communication skills
- Good project management skills
- 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 HA's strategies, policies and procedures
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