

JOB DESCRIPTION

POSITION IDENTIFICATION		FUNCTIONAL RELATIONSHIPS	
Job Title:	Senior Manager – Information Technology & Digital Innovation	Direct Reports: (5)	Systems Administrator; Network Administrator; Software Developer II; Software Developer I; IT and User Support Assistant;
Reports to:	Chief Corporate Services and Administration Officer	Internal Contacts:	All Employees
Department:	Information Systems	External Contacts:	Stakeholders
Classification	Grade 4	Revised	July 10, 2024

JOB SUMMARY:

The job holder is responsible for leading and overseeing the digital transformation initiatives within the Authority and is required to have a deep understanding of both IT infrastructure management and strategic digital innovation to drive business growth and efficiency. The holder will ensure that technology solutions are effectively aligned with SLASPA's business objectives. Maintain and manage a robust IT environment to ensure operational efficiencies and continuity of SLASPA's operations.

DUTIES AND RESPONSIBILITIES

Leadership and Strategy

- Develops and implements IT strategies aligned with SLASPA's objectives
- Leads the digital transformation agenda, identifying opportunities for innovation and improvement
- Collaborates with executive leadership to define technology roadmaps and priorities

Systems Administration

- Manages technical support to ensure that the Authority's information systems are fully operational.
- Ensures appropriate back-up systems are in place to protect the Authority's data.
- Ensures disaster recovery procedures are in place to minimize downtime and to protect the integrity and reliability of the systems.
- Establishes and implements appropriate business continuity solutions as and when required
- Ensures all hardware is properly maintained.
- Maintains effective relationships with suppliers and contractors to ensure prompt and reliable service.

Data Security and Risk Management

- Ensures all identified information technology related risks are addressed in a timely manner
- Creates and maintains security policies and procedures to protect organizational data and systems

- Ensures the organization complies with relevant laws, regulations and industry standards related to information security technology.

Development and deployment of Information Systems

- Conducts comprehensive user requirements analysis for the selection or development of functional and cost effective IT solutions and maintain thorough documentation of those requirements;
- Plans and organizes systems deployment in a systematic manner while ensuring continuity of SLASPA's operations;
- Works with software suppliers for the selection of appropriate information systems and ensure that adequate training is provided for systems ownership by IT staff;
- Conducts periodic audits/reviews of existing information systems to ensure effective controls are maintained and that established policies and procedures are being followed;
- Monitors the performance of SLASPA's information systems, analyses the effectiveness of those systems and submit those performance reports to the Supervisor.
- Remains up-to-date on information systems improvements and recommends appropriate changes to those systems;
- Works in collaboration with management to identify needs and possible solutions;
- Directs the development of specifications, the testing and implementation of computerised solutions to meet the Authority's needs;
- Oversees software development projects from inception to completion ensuring budget, deadlines and quality standards are adhered to
- Conducts evaluation of processes to ensure effective business process re-engineering
- Provides planning and project management for implementation of computerized Information systems and documents those processes.
- Manages the IT infrastructure that supports data analysis, data warehousing and data analysis tools

Technology Infrastructure

- Oversees the design, implementation and maintenance of IT infrastructure and systems.
- Ensures the security, scalability and reliability of IT infrastructure and operations
- Evaluates emerging technologies and makes recommendations for adoption where appropriate.

Digital Innovation

- Drives digital innovation initiatives to enhance customer experience, operational efficiency and competitive advantage.
- Champions the use of AI, machine learning, IoT, and blockchain.
- Collaborates with cross-functional teams to pilot and implement digital solutions.

Vendor Management and Budgeting

- Manages vendor relationships and contracts, ensuring alignment with service level agreements and budget constraints
- Develops and manages the IT Department budget, monitoring expenditures and optimizing costs.

Compliance and Risk Management

- Ensures compliance with regulatory requirements in accordance with regional and international standards related to IT and digital operations.
- Implements robust cybersecurity measures to protect SLASPA's data and systems from potential threats.

Training

- Oversees the development and delivery of training programmes for SLASPA's staff to ensure effective use of information systems;
- Ensures that IT staff remain abreast of development in hardware and software solutions.
- Provides training and support in data analysis tools, technologies and best practices

Team Management

- Manages a team of IT professionals, providing leadership, guidance and mentorship.
- Fosters a culture of innovation, collaboration and continuous improvement within the IT department.
- Ensures effective resource allocation and talent development to support business goals.
- Analyses trends in information systems as well as in air and sea port operations and recommend appropriate upgrades where necessary;
- Advises Management on appropriate technology solutions to achieve the Authority's business requirements;
- Prepares regular reports on the status of information systems and on the resolution of problems that have arisen and present to the Supervisor;
- Develops the annual budget for the Information Systems Department;
- Represents the Authority locally, regionally and internationally in information systems and technology related activities;
- Interacts and works with SLASPA's stakeholders and customers to assess the effectiveness of SLASPA's information systems and processes and provide effective solutions.

Supervision

- Establishes annual performance objectives with staff; meets with them periodically to discuss their performance; counsels them on efficiencies in performance and guides them on improving performance, including recommending additional training;
- Conducts mid-year check-in sessions and annual appraisal of IT staff performance;
- Coordinates the work of IT staff and reviews their work to ensure that it meets the Authority's standards;
- Makes recommendations to the Supervisor regarding salary increases, promotions and disciplinary action for employees supervised.

General Management

- Performs any other related duties as assigned by the Supervisor from time to time

MINIMUM QUALIFICATION

- Masters' Degree in Computer Science/Information Technology or a related field plus five (5) years of management and technical experience in the field of information systems with a focus on digital transformation and innovation.
- Experience in software development is an asset

KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrates a high level of confidentiality, competency and professionalism at all times
- In-depth knowledge of IT infrastructure, systems integration and cybersecurity best practices.
- Knowledge of proprietary and non-proprietary server operating systems.
- Demonstrates a high level of confidentiality, competency and professionalism at all times
- Strong leadership and people management skills, with the ability to inspire and motivate teams.
- Analytical and problem solving skills.
- The ability to work well under pressure.
- Management and leadership skills.
- Excellent interpersonal and communication skills with the ability to influence stakeholders at all levels.
- Excellent time management and organizational skills.
- Active listening Skills and attention to detail.
- Ability to be flexible with work assignments.
- Ability to use one's initiative and be proactive.
- Ability to stimulate and manage change and function within a team environment.

SIGNATURE

I confirm that the requirements of this job description were discussed with me and I understand what is expected of me.

Employee's Name : _____

Employee's Signature : _____

Date : _____