

JOB DESCRIPTION			
HEAD OF IT			
Department:	Information Technology	Date Prepared:	May, 2023
Location:	Level 6, Civic Tower, Suva	Prepared by:	Human Resources
Incumbent:	-	Approved by:	Chief Executive Officer
Reports to:	Chief Executive Officer		
Internal Relationships:	IF Staff		
External Relationships:	Government Agencies & other ministries, IT vendors & suppliers, MCTTT		
Authorities:	Information Technology		
Support Staff:	IT Administrators		
Procedures, Policies & Guidelines:	People and Culture Policy, IT Policy		
Position Description:	<p>The Head of IT (HIT) role is the senior technology leader who reports directly to the CEO. HIT is responsible for leading Investment Fiji's technology strategy, execution, and operations. Additionally, the head of the IT department focuses on developing in-house skillsets, managing key vendor relationships, and championing the definition, scaling, and operation of processes, along with project management excellence.</p>		

KEY RESULT AREAS (Distinct areas that contribute most to position performance)		SPECIFIC ACTIVITIES/TASKS (Specific activities/tasks that contribute towards achieving the performance of the KRA)
IT GOVERNANCE	<ul style="list-style-type: none"> Develop policies for internal IT operations to drive attainment of SLAs Define the enterprise architecture in conjunction with current and future requirements Identify key skills and talent gaps in the organization and work to recruit, train, and retain talent 	
MAINTAIN COMPUTER SYSTEMS	<ul style="list-style-type: none"> Monitor the performance of information technology systems to determine cost and productivity levels and to make recommendations for improving the IT infrastructure Ensure IT infrastructure is well maintained, updated, and has no security breaches. Troubleshoot hardware and software issues related to internal IT 	
MANAGE NETWORK SECURITY	<ul style="list-style-type: none"> Manage the Email gateway, MS Exchange, Network layer 2 & 3 switches has all the security features updated and enabled. Ensure the traffic on firewall is monitored, and free from vulnerabilities Ensure data backup is successful 	
SERVER & DATA BACKUP	<ul style="list-style-type: none"> Ensure all servers and services are backed up and a copy is stored at a remote site for contingency planning. This should include incremental and full backups of the entire infrastructure. 	
PABX MANAGEMENT	<ul style="list-style-type: none"> Ensure telephone system, CRM database, website, attendance system, printers, WIFI, and other resources are available to staff. Analyse business requirements by partnering with key stakeholders across the organization to develop solutions for IT needs 	
PROJECTS & NEW IMPLEMENTATION	<ul style="list-style-type: none"> Provide leadership in technology portfolio for enablement and innovation Manage a portfolio of technology projects to meet cost, scope, and schedule constraints Manage and support delivery of software and hardware operations and projects Drive innovation for front office or core business operations by recommending viable technologies 	

PLANNING AND REPORTING	<ul style="list-style-type: none"> • Prepare a weekly report for presentation at the weekly Management Meeting. The report should include an overview of: <ul style="list-style-type: none"> » Upcoming Plans » Projects Update » Key Objectives for the following week. • Prepare monthly management slides & board update reports no later than the 27th of the Month. • Provide quarterly ICT reports as and when due • Prepare Board Papers for board presentation on IT escalations and requests
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KEY SELECTION CRITERIA:	
QUALIFICATIONS:	
Essential	Desirable
<ul style="list-style-type: none"> • Bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field, or equivalent experience 	<ul style="list-style-type: none"> • Masters in Information Technology, Computer Science, Information Systems, or a related field, or equivalent experience
KNOWLEDGE/EXPERIENCE:	
Essential	Desirable
<ul style="list-style-type: none"> • At least 5-7 years of experience in a similar role in a professional setting within a medium to large organization structure. • Understanding of Government processes, in particular, Investment Fiji's role. • Can convey complex ideas both verbally and in writing, including presentations and using methods that are appropriate to the audience. • Excellent working knowledge of emerging technologies, computer systems, security, network and systems administration, databases and data storage systems, and phone systems. 	

KEY SKILLS/ATTRIBUTES/COMPETENCIES	
Competencies	Skills
Leadership and management	<ul style="list-style-type: none"> • Strategic planning. • Department leadership and motivation. • Performance management. • Delegation and prioritization. • Budget management.
Security and compliance	<ul style="list-style-type: none"> • Understanding cyber security threats and vulnerability. • Maintain security protocols. • Knowledge of data privacy regulations.
Systems administration	<ul style="list-style-type: none"> • User account management • Maintain software and hardware • Understanding of network infrastructure and trouble shooting.
Working Knowledge	<ul style="list-style-type: none"> • Knowledge of MS Hyper-V and VMWare • Knowledge and hands-on experience with MS Servers, Network backbone, Backup Solutions, PABX, IT Projects, Monitoring tools, Software implementations, CRM, Website, Database, SAN, NAS, & Firewall. • Relationship management
Awareness	<ul style="list-style-type: none"> • Proficiency in operating system

Values: Transparency, Reliability, Accessibility, Communicative, Effective, Responsiveness

Change to Job Description:

From time to time, it may be necessary to change the Job description as per changing operational needs. Investment Fiji may initiate the changes as it deems necessary.