



AUDITOR GENERAL'S DEPARTMENT

JOB DESCRIPTION AND SPECIFICATION

POSITION TITLE: Chief Information Officer

JOB GRADE: AUGD/AGS 8

POST NO: 64305

DIVISION/UNIT: Corporate Services /Information Technology Unit

REPORTS TO: Director, Corporate Services Division
AUGD/AGS 9

DIRECT REPORTS: Director, ICT Infrastructure AUGD/AGS 7
Director, Information Security AUGD/AGS 7
Network Administrator AUGD/AGS 6
Information Technology Officer AUGD/AGS 5

THIS DOCUMENT IS VALIDATED AS AN ACCURATE AND TRUE DESCRIPTION OF THE JOB AS SIGNIFIED BELOW:

Employee

Date

Head of Department/Division

Date

Received in Human Resource Division

Date

JOB SUMMARY

This position leads the team in developing and implementing adequate communications technology and systems controls solutions, aimed at driving the AuGD's strategic, tactical and operational activities in achievement of its goals and objectives.

GUIDING PRINCIPLES

Confidentiality	Integrity	Fairness	Accountability	Transparency
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CENTRAL LEGISLATIVE FRAMEWORK

The Jamaican (Constitution) Order in Council (Act), 1962	The Financial Administration & Audit Act, 2011 The Financial Administration & Audit (Amendment) Act, 2016	Access to Information Act, 2002
The Cybercrimes Act, 2015	The Data Protection Bill, 2020	The Public Procurement Act, 2015

KEY OUTPUTS AND DELIVERABLES:

OUTPUTS	DELIVERABLES
Operational Plan & Budget	<ol style="list-style-type: none">1. Operational Plan & Budget drafted.2. Approved Budget monitored
Adequate Technology & Communication Solutions	<ol style="list-style-type: none">3. Emerging trends communicated.4. Technology solutions identified.5. Risks defined & mitigated.6. Policies formulated and/or updated.7. Solutions integrated in work programmes.8. Data managed and secured.9. Website monitored.10. Hardware & Software needs identified.11. Licensing monitored.12. Preventative & Reactive Maintenance Programmes managed.13. Periodic checks performed
Performance Monitoring mechanisms effected	<ol style="list-style-type: none">1. ICT Systems meet business goals.2. Deployment success rate & systems uptime3. Maintenance costs minimized.4. Data is secured

KEY RESPONSIBILITY AREAS:

A. Managerial Responsibilities

1. Develops goals and strategies to ensure that the Department runs smoothly and effectively.
2. Develops and implements the Unit's operational plan and budget; monitors and recommends/initiates corrective action where necessary to meet desired results.
3. Provides guidance to the AuGD Team on information, communications and technology needs.
4. Facilitates dialogue with the IT & Audit Teams to determine needs, challenges and explore possible solutions.

B. Technical Responsibilities

1. Consults with the Auditor General, Deputy Auditor Generals and Managers to determine the Information requirements of the Department.
2. Monitors the IT environment to identify current or potential cybersecurity threats-analysing/assessing available methods, strategies, procedures and technology to assist the AuGD in mitigating against these risks.
3. Defines boundaries and priorities of new projects and discusses system capacity and equipment acquisition.
4. Works closely with Heads of Departments to collect, prepare, organize, protect, and analyse data assets while ensuring that the AuGD meets industry best practices.
5. Works with the Audit teams to Identify technology solutions to audit challenges and make appropriate and timely recommendations.
6. Leads inter-disciplinary teams, improving and streamlining data systems within the AuGD, and driving innovation.
7. Prepares annual activity report, projections and budget for the Information, Communication and Technology needs of the AuGD.
8. Participates in the development and implementation of the Departments Business Continuity and Disaster Recovery Plans to ensure timely and effective restoration of the AuGD's communication and information technology services in the event of a disaster.
9. Develops and monitors the implementation of the Department's Strategic Information Systems Plan utilizing strategies that will enable the Department's return on investments in technology, technology infrastructure and process improvements and ensures its alignment to the strategic objectives of the Department.
10. Develops/reviews and implements operational systems and procedures to guide the functions of the IT Unit and ensures an appropriate organizational structure capable of supporting the information needs and efficiencies of the Department.
11. Develops and maintains information technology policies and standards relating to the acquisition, implementation, operation and security of information technology and

infrastructure, communication systems and business processes and ensures they are effectively communicated throughout the Department.

12. Keeps abreast of trends in information technology and business development and initiates/recommends their adoption where necessary to improve efficiency and productivity of the organization.
13. Implements and monitors technology to support big data analytics, reporting and other similar solutions, ensuring the security of repositories and control access.
14. Ensuring the efficient design and implementation of data life-cycle processes that deliver quality results.
15. Prepares and submits periodic progress and other reports as required.
16. Contracts with Information Technology suppliers and consultants to provide services and/or solve problems and monitors the delivery of services to ensure that expected standards and value-for-money are obtained.
17. Oversees activities of personnel to ensure satisfactory and timely completion of projects and that the systems implemented are functioning smoothly.
18. Monitors emerging trends and make appropriate recommendations.
19. Develops and implements a Preventative Maintenance Programme for all equipment in use in the AuGD.
20. Monitors the licensing for all operating systems and application software.
21. Conducts research and analysis to determine the minimum specifications and requirements for implementation of required equipment/ technology.
22. Develops specifications for the purchase, rental, lease, licensing or other acquisitions for all computer and other Information Technology related equipment and supplies.
23. Develops and implements enforcement/compliance of policies and procedures for the protection of enterprise information technology assets and the integrity, security and privacy of information entrusted to or maintained by the Department.
24. Monitors the security of data processed in keeping with Government of Jamaica standards and legal/regulatory requirements, including the Access to Information Act, to ensure integrity and reliability of computerized information systems, communication systems and office systems.
25. Manages the transfer of knowledge during and following implementation of out-sourced services.

C. People Management

1. Develops/oversees the design of individual work plans for staff in the Unit ensuring staff is effectively utilized and the productivity of the Department is optimized.
2. Provides leadership and guidance to staff through effective planning, delegation, communication, mentoring and coaching.
3. Conducts Performance Appraisals and recommends training and other development programmes for immediate reports.
4. Ensures the welfare and developmental needs of supervisees are addressed to ensure a highly motivated and productive team.

B. Other Responsibilities

- Undertakes any other duty, as directed.

PERFORMANCE STANDARDS

- Systems are responsive/aligned to the AuGD’s business needs.
- Risks managed.
- %age of projects that are on time and on budget.
- Timely and cost-effective maintenance programmes.
- Systems uptime and downtime.
- Effectiveness of systems and programmes evaluated.
- %age turnaround time on IT matters.
- Systems and processes and procedures are compliant with all applicable regulations and standards.

REQUIRED COMPETENCIES:

Strategic Management	Information Technologies & Systems	Quality Assurance	Communication and Presentation
Project Management	Technological Innovation	Collaboration & Partnerships	Planning & Organisation
Risk Management	Technical & Business Knowledge	Results Orientation	Reliability

MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

- Master's Degree in Computer Science, Management Information System, Information Technology Management, Data Science & Networking or related discipline
- Project Management Certification
- At least seven (7) years' experience; at least five (5) years in a management role in the ICT industry
- Knowledge of business theory, business processes, management, budgeting, and business office operations.
- Knowledge or Experience with systems design and development from business requirements analysis through to day-to-day management.
- Knowledge and experience in IT planning, organization, and development
- Good understanding of computer systems characteristics, features, and integration capabilities.
- In-depth knowledge of applicable laws and regulations as they relate to IT. ▪ Knowledge of e-governance, e-commerce, e-procurement, e-services.
- Any equivalent combination of qualification and experience.

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB:

- Typical Office environment.
- Occasional lifting of equipment averaging 10 lbs.
- Unusual working hours.
- Performing duties while under pressure.
- Performing multiple tasks at the same time.
- Working with multiple teams.

AUTHORITY:

- Recommends expenditure within budgetary provision and in accordance with FAA Act.
- Establishes ICT service standards for the Information Technology Unit.
- Implements policies & procedures for the Information Technology Unit
- Endorses systems changes based on changes in organizational or user requirements.