

**NOTES**

- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of job descriptions.
- A copy of this form is kept by the line manager and the job holder.

POSITION DETAILS

Position title	Manager: GSB IT Department
Job title (HR Practitioner to provide)	Senior/ IT Manager
Job grade (if known)	PC12
Academic School / PASS department	GSB
Academic department / PASS unit	PASS
Division / section	GSB
Date of compilation	

ORGANOGRAM

(Adjust as necessary. Include line manager, line manager's manager, all subordinates and colleagues. Include job grades)

PURPOSE

The main purpose of this position is to oversee all aspects of Information Technology at the Graduate School of Business (GSB) – including the BWL and Academic Conference Centre. This entails strategic leadership of the GSB IT Department, and representation of the unit and technology on the GSB Management Committee (MANCO). Budgeting, CAPEX provisioning, initiation and management of projects, reporting and GSB IT staff management, are an integral part of this position. The incumbent provides direction regarding technology in the various departments at the School / BWL, makes proposals, and advises MANCO on the status of IT and the technical environment, continually striving for solutions that will position the GSB's IT resources as leading in South Africa and internationally competitive. The incumbent should also manage all outsourced providers and contractors as required. The incumbent is also charged with representation of GSB IT in various committees within the School, and externally, and this is indeed one of the key responsibilities of the position.

JOB CONTENT

	Key performance areas (4 – 6) (What)	% of time spent	Activities / Objectives / Tasks (How)	Results / Outcomes (Why)
1	Leadership and performance Management	15%	<ul style="list-style-type: none"> • Manage GSB IT team • Take responsibility for performance management of staff in GSB IT • Co-manage performance with heads in other departments that have dotted line relationships with GSB IT staff • Create GSB IT team that works for common purpose and vision of Digital Humanities and strives for excellence in service delivery • Assign responsibilities to staff and ensure professional communication and transparency in IT service delivery • Provide advice on staff developmental programmes to ensure that staff are well equipped for their respective responsibilities ▪ Identify best uses for all technology equipment, ensuring that it is fully utilized by departments ▪ Manage disposals and redeployment of equipment within School ▪ 	<ul style="list-style-type: none"> ▪ One team. One vision. Excellent IT services ▪ Transparent communication regarding IT equipment and clear communication relating to IT issues in School.
2	Project Management	40%	<ul style="list-style-type: none"> ▪ Identify, analyse, (re)design, document, implement, communicate, train and support technology work in the School • Proactively advise the School on IT needs and initiate projects to build IT facilities / functionality • Ensure smooth implementation of new projects that develop facilities for use by students – e.g. facilitating blended learning solutions • Ensure cost effective solutions in order for GSB IT to deliver value for money • Assist with best practice procedures in GSB IT that are in line with the School's objectives • Ensure transparent communication of all project issues and regular updates on status of projects to School Executive, and line managers • Manage and/or appoint project managers for IT projects 	<ul style="list-style-type: none"> • Ensure IT needs are met • Ensure effective utilization of resources • Ensure the GSB is best placed to meet changing client / market needs

3	Information Technology Strategy	20%	<ul style="list-style-type: none"> • Liaise closely with MANCO team to build IT strategies in School • Recommend policies, standards and procedures for information systems, technologies and services to MANCO and ensuring compliance with decisions taken by School • Develop School's IT strategy and work on continuous improvement of this strategy • Ensure IT and AV seamless integration as required in various teaching venues • Draft proposals to School Executive on strategies aimed at achieving vision of a Digital GSB ▪ Initiate Lecture Theatre / Seminar Room / Flat Venue building and upgrade projects ▪ Research best teaching practices and new technologies ▪ Work with other department heads to define/ refine IT strategies that will help realize their vision ▪ Provide creative solutions for technology challenges faced by School ▪ Adhoc projects for School 	<ul style="list-style-type: none"> ▪ Documented IT policies ▪ New projects and systems that improve IT usage in School ▪ Integration of technology in teaching in various departments ▪ Ensure better utilization of resources
4	Communication and reporting	15%	<ul style="list-style-type: none"> • Report technology project work in the School to IT portfolio holder • Feedback to School Executive on any IT related issues • Ensure professional communication of all IT related issues within School • Ensure ongoing communication within team of achievements or challenges in various IT-supported departments • Update GSB IT staff on all IT issues raised in different forums 	<ul style="list-style-type: none"> • To keep stakeholder apprised • To ensure appropriate risk identification, mitigation and management • To facilitate a culture of continuous improvement in service levels and customer experience

5	Budgeting and procurement	10%	<ul style="list-style-type: none"> ▪ Draw up annual IT budget for School - including budget for new labs, upgrades and maintenance costs for all labs ▪ Consolidate individual departmental IT needs, scrutinize and draw up overall budget ▪ Take responsibility for procurement of all IT-related equipment in School. ▪ Budget for all IT projects in School ▪ Negotiate better prices with vendors ▪ Give strategic leadership on new projects and proactively advise School on budget implications 	<ul style="list-style-type: none"> • Well drafted annual IT budget encompassing all new projects, maintenance of existing equipment, and departmental needs • To ensure alignment of budgets to GSB strategy • To ensure balance between cost savings and quality end-product / user experience
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6	Representation	10%	<ul style="list-style-type: none">▪ Represent School at UCT ICTS for various issues▪ Represent the School at UCT IT User group▪ Negotiate with vendors and represent School's interests▪ Participate in committees that are setup for betterment of IT services University-wide.	<ul style="list-style-type: none">▪ School IT is well represented within UCT IT community
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MINIMUM REQUIREMENTS

Minimum qualifications	Postgraduate qualification either in Computer Science/ Information Systems or Management
Minimum experience (type and years)	7 years relevant experience of which 3 are in senior roles as a manager Demonstration of business acumen through qualifications (e.g. an MBA) or experience would be a distinct advantage

COMPETENCIES

Competence	Level	Competence	Level
Building interpersonal relationships	3	Planning and organizing - work management	3
Analytical thinking - Problem solving	3	Teamwork - collaboration	3
Client-student service and support	3	Professional knowledge and skill	4
Communication	2	Information management	2