



## NOTES

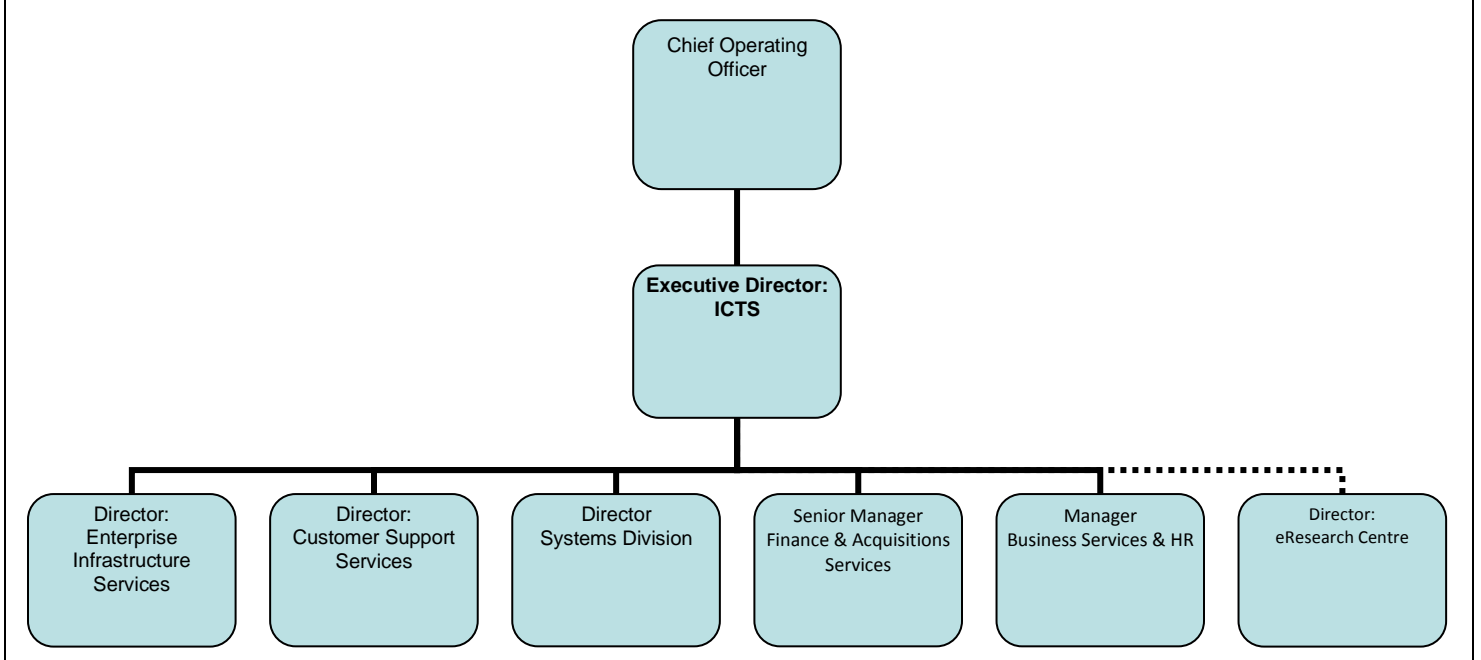
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

## POSITION DETAILS

Position title	Executive Director: Information & Communication Technology Services		
Job title (HR Practitioner to provide)			
Position grade (if known)	13(3)	Date last graded (if known)	2008
Academic faculty / PASS department	PASS		
Academic department / PASS unit	ICTS		
Division / section	ED: ICTS		
Date of compilation	11 May 2018		

## ORGANOGRAM

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



## PURPOSE

Reporting to the Chief Operating Officer, the Executive Director of Information & Communication Technology Services provides University wide strategic and executive leadership, enabling the enterprise to achieve strategic technology and business objectives. The Executive Director of ICTS (ED: ICTS) makes decisions concerning strategic initiatives through a demonstrated ability to utilize broad-based business information and knowledge. The ED: ICTS must identify the University's core technological and business strengths, leverage advantages and capitalizing on university knowledge. The ED: ICTS must also ensure that technology is not implemented without a direct understanding of how it will benefit the University's overall operations.

The ED: ICTS works closely with faculties and other PASS department, colleagues and other stakeholders to identify and maximize opportunities to use knowledge and technology (e.g. improve business processes, promote the strategic use of information, and enable the workforce to use information and technology). Provides the University leadership, vision, and direction for Information & Communication Technology adoption and the IT organization, ensuring support of the University's business strategies, objectives and requirements.

**CONTENT**

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
1	Strategic Responsibility	30%	<p>Develop an ICTS vision.</p> <p>Provide overall direction for the enterprise architecture with specific reference to the ICT infrastructure architecture</p> <p>Develop an enterprise technology, knowledge and information management strategy</p> <p>Develop solutions for complex business problems that require ingenuity and innovation</p> <p>Provide strategic leadership that aligns information &amp; Communication Technology and information needs with and advances the University's values, vision, goals, strategic priorities</p> <p>Integrate ICTS staff activities and roles into the strategic research, teaching, learning and community engagement goals of the University.</p> <p>Develop and oversees implementation of strategies and policies to ensure appropriate service levels, the confidentiality, integrity and availability of information and resourcing to the PASS, academic and research community of the University</p> <p>Develop ongoing awareness of the information &amp; communication technology environment within, and external to, UCT, and adapts policies, strategies and resources to manage such changes</p> <p>Draft &amp; propose policy related to the direction and development of ICTS services and facilities across the University.</p>	<p>Ensures the adoption of the ICTS vision through leadership</p> <p>Understanding of technology directions, trends, and strategic business impact of key business and ICT initiatives</p> <p>Sound knowledge &amp; understanding of PASS and academic information &amp; communication technology services is demonstrated</p> <p>A pro-active approach to service delivery and an appreciation of the critical support role of ICTS is demonstrated</p> <p>Ability to identify opportunities &amp; recommend changes is evident</p> <p>Ability to articulate a compelling vision that provides direction for ICTS is demonstrated</p> <p>Design and articulation of appropriate strategies to advance the strategic goals of the institution is demonstrated</p> <p>Strategies that are achievable, realistic &amp; current are formulated</p> <p>Strategies that are clearly stated, communicated and can be implemented by ICTS' staff</p> <p>Constant re-assessment of the information environment within, and external to, the University and develops and adapts ICTS' strategies, policies, and expenditures to manage such changes is demonstrated</p>

2	Overall leadership, management and policy development of the Department	30%	<p>Lead and manage ICTS (approx. 165 FTE posts)</p> <p>Develop and oversee the implementation of strategies and policies to ensure an optimal mix of information &amp; communication technology services are available to the academic community</p> <p>Hold financial accountability for all aspects of ICTS' budget (approximately R220m in 2018)</p> <p>Manage ICTS' budget &amp; funds in accordance with University financial procedures and processes</p> <p>Lead and develop ICTS' Management Team</p> <p>Ensure effective management of business and technical teams to ensure all projects meet strategic objectives</p> <p>Identify best practices throughout the organization and communicate/implement these practices on a university wide level</p> <p>Ensure the ongoing management and use of appropriate technologies to deliver information in an ever-changing environment</p> <p>Drive the development of enterprise technology standards to ensure compatibility and integration (e.g. multivendor platforms) throughout the University.</p> <p>Provide overall management, technical, and financial direction for strategic enterprise IT projects</p> <p>Stay current in new technologies and platforms</p> <p>Fully accountable for advancing and implementing the University Policy on Transformation in ICTS</p> <p>Executive responsibility and oversight for all aspects of staff development across the information &amp; Communication technology services</p> <p>Ensure the delivery of ICT services to Research, Teaching and Learning and the Administrative functions of the University</p> <p>Provides technical leadership to the University's information and cyber security capability.</p>	<p>ICTS meet and exceed the needs of PASS staff, academic staff, researchers and students</p> <p>ICT users (PASS staff, academics, researchers, students &amp; external users) are satisfied</p> <p>Evaluation of resource requirements is accurate and resources are well-utilised</p> <p>ICTS' budget and resources are aligned to UCT's strategic vision and need</p> <p>Awareness of resourcing issues and needs evident</p> <p>Expenditure against approved budget allocations monitored with corrective action taken on overspend /underspend</p> <p>Service is realistic in terms of resources and compares favourably to similar institutions with similar resources</p> <p>ICTS management team (ITMT) &amp; communicates informed decisions</p> <p>ITMT is transparent &amp; participative</p> <p>Documentation is clear and &amp; available to managers and staff as required</p> <p>Ensuring provision of well managed and cost-effective ICT systems, infrastructure, facilities and equipment that relate to the needs of users and align with the ICT strategies of the institution</p> <p>Well designed and equipped ICT environment for academic, research and administrative community</p> <p>Appropriate technology in place that delivers information in a changing environment.</p> <p>Appropriate structures for accessible &amp; open communication</p> <p>Consultation where appropriate</p> <p>Ensures the implementation of information &amp; cybersecurity policies, procedures, standards and guidelines.</p> <p>Regular and effective communications within, &amp; beyond university community</p> <p>Accurate and reliable communication from the Directorate.</p>
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3.	<p>Provide the necessary leadership to ensure that ICTS contributes actively to improving ICT infrastructure to support the research needs of staff at UCT</p> <p><i>(This aligns with UCT's Strategic Goal 3: To advance UCT as a research intensive university that makes a distinctive contribution to knowledge both locally and globally by providing its researchers and their collaborators with the best possible ICT environment in which to conduct their research.)</i></p>	15%	<p>Support the central provision of services that are cheaper, more powerful and more efficient for researchers and that enable collaboration across research disciplines and between institutions.</p> <p>Provide technical specialist staff to support ICTS services contributed to eResearch, including Data Storage, High Performance Computing, Networks and Cloud-based services.</p> <p>To sustain a collaborative eResearch governance model, together with the Libraries and the Research Office.</p> <p>Proactively transfer eResearch technologies and capabilities to research institutions, infrastructure providers, and government agencies by hosting and promoting participation in international, national and local groups, conferences and forums, e.g. the biennial eResearch Africa conference.</p>	<p>UCT is able to recruit and retain scholars who are leaders in their fields, based on tailored 21st-century, technologically-enabled research support.</p> <p>Central services provided by ICTS are viewed by researchers as trustworthy, and utilised pervasively.</p> <p>A collaborative governance framework is in place that enables effective leadership and provides direction that guides research ethics and values that guide the sustainability and performance of eResearch</p> <p>eResearch services contributed by ICTS are adequately resourced to provide state-of-the-art technologically-enabled research support.</p> <p>Tools and services are in place to enable easy and transparent access to cost recovery models.</p> <p>UCT is recognised as an international, national and regional leader in eResearch. The uptake of eResearch technologies is enhanced and research impact can be readily measured in terms of improved researcher profiles and collaborative outcomes that support social engagement.</p>
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4.	<p>Provide the necessary leadership to ensure that ICTS contributes actively to innovative infrastructure needs for teaching and learning practices</p> <p><i>(This aligns directly with UCT's Strategic Goal 4 - Innovation in Teaching and Learning: To renew and innovate in teaching and learning – improving student success rates and well-being, broadening academic perspectives, stimulating social consciousness and cultivating critical citizens)</i></p>	10%	<p>Support the central provision of ICT services that are cheaper, more powerful and more efficient for lecturers and students which enable an improved teaching and learning environment. Amongst others:</p> <ul style="list-style-type: none"> <li>• provision of multiple forms of technology to enhance learning and programme delivery</li> <li>• strengthen ICT access in the residences to facilitate learning success and a holistic learning experience</li> <li>• provide the necessary ICT infrastructure in support of online delivery both on campus and off campus</li> </ul> <p>Facilitate interactions with Centre for Innovation in Learning &amp; Teaching (CILT) in the provisioning of ICT platforms for use in teaching and learning at UCT.</p>	<p>Staff and students experience the best in ICT provision in support of teaching and learning</p> <p>UCT acquires a leadership position in ICT provisioning for teaching and learning</p> <p>Improved access to ICT services in the residences</p> <p>CILT is well supported in its development of innovative teaching approaches using technology</p>
4	Liaison with external communities and organizations, including donors	5%	<p>Represent UCT in regional, national and international ICT committees, professional organizations, and specialized groups.</p> <p>Provide service to the wider information &amp; communication technology community through consultation, participation on advisory bodies and boards, leadership in professional organizations, and provision of information and support.</p>	<p>Excellent knowledge of environment &amp; its influence on ICT</p> <p>Networking through good relations with internal &amp; external parties e.g. Association of South African University Directors of Information Technology (ASAUDIT), Tertiary Education and Research Network of South Africa (TENET), African Research Cloud</p>
5	Overall responsibility for the ICT evaluation (Benchmarking and Quality Assurance) of infrastructure, services and facilities	5%	<p>Ensure that ICTS is benchmarked nationally and internationally on an ongoing basis</p> <p>Ensure that results of benchmarking are incorporated into development of ICTS' planning and policy</p>	<p>ICTS recognised as a leader among PASS and academic &amp; research staff, nationally &amp; internationally</p> <p>ICTS exceeds ICT sector baseline benchmark</p> <p>Services provided by ICTS meet accepted standards which are benchmarked with similar institution</p>
6	Participates in the governance structures of the university as part of the Senior Leadership Group.	5%	Supports the VC and Deputy Vice Chancellors in providing strategic leadership to the university	Smooth running university in an inclusive environment



### MINIMUM REQUIREMENTS

Minimum qualifications	<p>Graduate Degree in Business or Management: Bachelor's degree in Computer Science, Engineering, or related discipline with an IT focus is preferred OR;</p> <p>Graduate Degree in a subject discipline PLUS Post-graduate diploma in Computer Science or Information Systems</p>
Minimum experience (type and years)	<p>10 years of relevant experience is required. Relevant experience includes: -</p> <ul style="list-style-type: none"> <li>• Experience in strategic planning, development, implementation, and maintenance of large-scale enterprise wide integrated ICT systems and technologies</li> <li>• Expert knowledge and experience with technologies such as software defined networking, integrated software-based voice systems, enterprise resource planning systems, database, messaging systems (email), cloud technologies and storage solutions</li> <li>• At least three years' experience working at a strategic level with senior management in a university</li> <li>• At least eight years' management experience and with a proven track record for effective leadership and management in budgeting and staffing development</li> <li>• Expert knowledge of ICT operations management spanning project management, infrastructure, systems and service delivery</li> <li>• Previous experience should include introducing innovation, leading change and influencing individuals to change current thinking and behavior</li> <li>• Awareness of international best practice for ICT services</li> <li>• Having been an advocate for transformation and change</li> </ul>
Skills and knowledge	<ul style="list-style-type: none"> <li>(a) Ability to drive enterprise objectives through ability to predict, analyse, and manage cultural and technological changes within the organization</li> <li>(b) Understanding of technology directions, trends, and strategic business impact of key-business and IT initiatives</li> <li>(c) Dynamic leadership ability that can develop and energize multidiscipline, high-performance work teams to learn and apply new skills/techniques to business needs</li> <li>(d) Thorough knowledge and understanding of business principles, processes, and technology</li> <li>(e) Solid teamwork and interpersonal skills and ability to communicate with customers, employees and senior management</li> <li>(f) Ability to exercise independent judgment and creative problem-solving techniques in a highly complex environment using leading-edge technology and/or diverse user systems</li> <li>(g) Excellent oral and written communications; an ability to present and discuss technical information in a way that establishes rapport, persuades others, and gains understanding</li> <li>(h) Strong business planning, analytical and conceptual skills</li> <li>(i) Exceptional project management skills, including the ability to effectively deploy resources and manage multiple projects of diverse scope in a cross-functional environment</li> <li>(j) Ability to create original concepts and take heuristic approaches for testing/refining existing theories and processes</li> <li>(k) Ability to develop new system approaches to solve problems and seize opportunities for sustaining business success</li> </ul>
Professional registration or license requirements	
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances'.)	



Competencies (Refer to <a href="#">UCT Competency Framework</a> )	Competence	Level	Competence	Level
	Strategic thinking and planning skills			
	Project management skills			

**SCOPE OF RESPONSIBILITY**

Functions responsible for	
Amount and kind of supervision received	
Amount and kind of supervision exercised	
Decisions which can be made	
Decisions which must be referred	