



<https://www.zimche.ac.zw/job/director-ict/>

DIRECTOR: ICT

Job Profile

Applications are being invited from suitably qualified candidates for the position of **Director: IT** in the ZIMCHE based in Harare. This position exists to align ZIMCHE's Information and Communication Technologies (ICTs) strategy to the overall corporate strategy through ICTs Governance, ICTs Service Management, Project Management, Information Security, Business Continuity and Risk Management. The position also works with university ICT Directors for effective and efficient ICTs in universities and to ensure they are in compliance with ZIMCHE standards. The position also requires a good understanding of the information needs of the Ministry of Higher and Tertiary Educations, Science and Technology Development (MHTESTD) especially with its renewed strategy on Education 5.0 and Heritage Based Education.

We are also looking for a thought leader and a pathfinder in the field of ICTs. This is a person who can work with universities to infuse the Deep Shifts that Klaus Schwab is taking about in his famous book: The Fourth Industrial Revolution published by the World Economic Forum in 2016. Such a person should be able to re-think our thinking about the roles of ICTs in higher education especially in the areas of electronic learning and data analytics. He or she will also take leadership of the Higher Education Management System (HEMIS) which is being spear-headed by the ZIMCHE under the guidance of the MHTESTD.

Reporting to the CEO, the Director: ICT is a highly strategic position that requires a high level of understanding and experience in the IT profession. He/she provides IT services to the Secretariat and plays a key role in the Council's success by providing the latest systems/technologies so as to ensure efficient and effective service delivery to the Council's internal and external stakeholders. The incumbent will ensure that all ICTs initiatives that are developed fully support the goals and objectives of the Council. He /She will collaborate with university ICTs Directors to ensure the development and maintenance of enterprise system-wide computer architecture and a reliable higher education research and statistical information system (Data Analytics).

The Director: ICT will seek to minimise IT related risk for the Council and will offer proactive solutions to potential risk areas. The incumbent therefore requires a high level of strategic, analytical and conceptual thinking. He/she must have prudent business management skills and is required to formulate the IT budget whilst managing costs accordingly. The Director: ICT will be the primary liaison person and ensure that all vendors are delivering the expected services as per agreement and will ensure full support in all ICTs related issues to the Council.

The incumbent will keep abreast of developing technologies and will make recommendations to the Secretariat Executive Management on new systems/programmes to adopt/consider and will initiate all ICT related reforms. He/she is responsible for managing his/her human resource and ensuring they possess the necessary skills and competency levels to deliver as per expectation. He/she is also responsible for user training to ensure capacity building within the secretariat especially in key areas such, MS Project, PASTEL, Ms Excel, and MS

Hiring organization

Zimbabwe Council for Higher Education

Job Location

Harare

Date posted

August 24, 2019

Valid through

September 6, 2019

Visio. The position will eventually have two (2) direct subordinates. He/she reports directly to the CEO. The position will liaise with vendors and suppliers in the business of ICTs.

Qualifications

The minimum qualifications are:

1. A doctorate in Computer Science or
2. A doctorate in Information Systems (including technical understanding of the Computer Science Area)

Competencies, knowledge attributes and responsibilities

1. Strategic Alignment

The Principal Director ICTs will provide strategic direction, leadership and Governance of all aspects of ICTs to enable effective delivery of corporate plans and objectives. The incumbent will ensure that ICTs goals are aligned to the Council's goals and ICTs initiatives and budget are aligned with the major initiatives of the Council. The incumbent will regularly liaise with the Directorates and ensure understanding of their needs in terms of ICTs. He/she will make the necessary recommendations to suit Directorate needs and will develop ICTs strategies and activities to support their needs. He/she will recommend ICTs solutions that might give a new way of doing business within the Council.

2. Risk Management

The incumbent will manage IT Risk which includes regulatory, strategic, error, interruption and third-party vendor risk in order to take full control of software, hardware and human assets. He/she will manage system downtime threats and develop contingency plans to mitigate against any operational risks. The incumbent will highlight issues of concern to top management and relevant stakeholders and propose the necessary measures to be taken. The Principal Director ICT will also develop channels to allow for users to be able to identify and communicate potential risk areas so that they can be attended to in a timeous manner.

3. ICT Infrastructure

The incumbent is responsible for the development and operational management of a modern, stable and secure ICTs infrastructure, telecommunication, bandwidth and connectivity, information and knowledge management systems, including management of change and maintenance of technical standards and delivery of professional and ICTs support to the organization.

4. Budgeting and Cost Containment

The Director ICT will project costs for ICTs such as hardware and software as guided by the Council's needs and general ICT development and maintenance and will develop and manage the ICT budget for the Council in consultation with the CEO and other Executive Management. The incumbent is responsible for containing ICTs costs and will establish greater cost transparency for ICT. He/she will adhere to procurement policies and procedures and acquire three quotations before procuring IT goods and services so as to select the most competitive price. The incumbent will look for new ICT technologies that offer same systems and performance levels at a cheaper rate so as to reduce costs. He/she will push for IT to improve efficiency, improve productivity and service through ICT.

5. Relationship Management

The Director ICTs will manage vendor and other third party relationships and ensure they are performing to expectation, within budget and according to the stipulated timeframes for the delivery of effective services. The incumbent will ensure good relationships with Universities ICTs Directors and collaborate with them regarding the development and maintenance of enterprise system-wide computer architecture and a reliable higher education research and statistical information systems. The incumbent will ensure understanding of user and client needs so as to be able to deliver accordingly. He/she will also ensure understanding by Council Executives, Secretariat ZIMCHE staff and University Directors of ICT initiatives being considered and the possible challenges. The incumbent will encourage Executives to highlight IT issues timeously for quick resolution. The Principal Director ICT will encourage his team to understand challenges being faced on the ground and offer solutions whilst providing regular feedback to interested parties.

6. Programme Management

The incumbent will act as the primary liaison with the Council's third party IT Vendors whilst assigning and overseeing ICTs special projects and tasks to ensure their ultimate success and in order to deliver solutions that meet business requirements on time and within the budget. He/she will lead in the introduction of new or modified solutions and is responsible for management and implementation of all ICT programs and systems. He/she must ensure that all new systems are introduced flawlessly without compromising users and clients. The incumbent will also oversee the adoption of international ICT standards. The Principal Director ICT will oversee overall ICT service management and must ensure that all systems are performing according to expectation.

7. Technology Enablement

The incumbent will oversee the implementation of software that transforms the organization into a technology driven entity so as to achieve improved performance management & analytics, governance, effective risk and compliance for the business to better achieve its vision and execute its goals and objectives efficiently and effectively. The incumbent will also work with Chief Directors in the development of Open Education Resources (OERs) and eventually Massive open online Courses (MOOCs).

9. Human Capital Management

The incumbent will manage all human capital falling under ICT. He/she will ensure that there are adequate numbers and skills levels within ICT and will facilitate and oversee all hiring. He/she will take note of training and developments needs of his/her employees and will make the necessary recommendations to Human Resources. The **Director: ICT** is responsible for conducting performance appraisals for his/her subordinates.

11. Training and Development

The Director ICT is responsible for capacity building within the Secretariat to ensure maximum utilization of ICT's and related initiatives as well as promote consistency across the organization. Internal training is done in liaison with Human Resources.

12. Major Challenges and Problem Solving

1. Ensuring business continuity by making sure that there is a disaster recovery and backup system in place which is reliable because of the complexity and number of systems.

2. Ensuring a high level of agility and responding fast to all ICT issues raised.
3. Managing costs.
4. Keeping up with changing ICT technologies.

13. Delegated Freedom to Act

As the chief advisor for ICTs in the organization, the Incumbent decides on most ICTs technical issues that include what system to be installed, upgraded etc. Delegated freedom to act is however limited by Company Policy and approval by CEO. Decisions that have a significant impact on other divisions require involvement of relevant Directorate. Likewise Decisions that are to do with Universities require involvement of the ICT Directors and his/her immediate supervisor.

Experience

1. Five to ten years' relevant experience especially in a university environment.
2. Five years at managerial level
3. Experience in the Educational Sector is an added advantage

Mode of Application

Candidates are expected to upload their application on the ZIMCHE website or send six (6) copies including a detailed CV, including the name, and the contact details of three references; and certified copies of certificates to the Chief Executive Officer, the ZIMCHE, No 21 J. M. Nkomo Road, Hatfield, Harare, Zimbabwe not later than 6th September 2019.