



Role:	Chief Technical Officer
Accountable to:	Registrar
Job Grade:	D2
Main purpose of this role:	<p>Responsible for the strategic leadership and management of the organisation's IT infrastructure, physical infrastructure, technology development, cybersecurity, support, and IT services management.</p> <p>Ensure efficient and effective infrastructural and educational systems and processes to support students and staff to deliver our mission to ensure value and a sustainable return on investment to all our stakeholders.</p>

<p>Core Accountability</p>	<p>High quality holistic business education for our students by offering innovation to meet market needs and putting student experience at the heart of everything we do through systems(technology & processes) that enable learning and education for our students and efficiency for our organisation.</p>
<p>Responsibilities: KPA 1 (40%)</p>	<p><u>IT Leadership:</u></p> <ul style="list-style-type: none"> ● Lead the development and implementation of a comprehensive ICT Strategy, including ICT hardware, third-party systems bespoke software development, cyber security and disaster recovery, that align with the organisation's business objectives and relevant legislation ● Ensure that appropriate policies, procedures and other governance arrangements are in place to support this strategy ● Define TSIBA's digital transformation blueprint, via a digital road and ensure the execution of this ● Manage the delivery of the underpinning digital infrastructure to enable business change programmes and contribute to the achievement of the TSIBA's strategic objectives.

KPA 2 (20%)

- Deliver a marked enhancement and modernisation of the IT systems stack leading to enhanced performance and quality of customer (student and staff) -experience.
- Be the trusted technical partner to the curriculum and central services community. Engage, listen and build positive peer-to-peer relationships with key stakeholders
- Input into all curriculum to ensure optimised use of tools/software and hardware to innovate and enhance learning

Operational Management

- Line management of staff in the ICT and Facilities departments
- Ensure the day-to-day operational aspects of the ICT and Infrastructure service are efficient
- Ensure the delivery of high-quality IT services and support to end-users - support all staff and students educational needs
- Maintain a first-class level of customer service
- Ensure the creation and maintenance of support documentation
- Ensure the timeous and satisfactory resolution of service requests to the ICT and Technical infrastructure teams, managed by a purpose-filled ticketing system
- Establish service level agreements for service requests
- Monitor service delivery via the ticketing system and intervene where necessary
- Ensure a proper ticketing system is in place for both maintenance and IT support and should be responsible for setting SLA levels and monitoring the achieving of those levels.
- Provide empowering functional leadership encouraging clarity of responsibility, customer-oriented thinking and a delivery first mindset. Create an infrastructure team that is both easy to engage with and that has a reputation for consistent outstanding delivery.
- Provide training to team members
- Adhere to relevant legislation, policies, and procedures
- Ensure the Infrastructure team's support of campus-wide activities, where necessary

<p>KPA 3 (10%)</p>	<p><u>Physical Infrastructure Management</u></p> <ul style="list-style-type: none"> • Oversee and ensure all areas of campus are managed effectively, including space management and allocation, tenants, house- and groundskeeping • Ensure that Campus is maintained
<p>KPA 4 (15%)</p>	<p><u>Supplier and procurement management</u></p> <ul style="list-style-type: none"> • Manage outsourced service providers and product suppliers for ICT and physical infrastructure. This would include air conditioning, solar installation, printers, third-party systems, etc. • Manage the budgets and ensure the adherence to procurement processes for purchases pertaining to ICT and physical infrastructure management
<p>KPA 5 (15%)</p>	<p><u>Team Leadership</u></p> <ul style="list-style-type: none"> • Provide empowering functional leadership encouraging clarity of responsibility, customer-oriented thinking and a delivery first mindset. Create an infrastructure team that is both easy to engage with and that has a reputation for consistent outstanding delivery. • Contribute to the implementation, reporting and success of the following; <ul style="list-style-type: none"> - Operational Excellence - Productive and Engaged people - Systems - IT and People - Campus management - Student support

<p>Competencies Required:</p>	
<ul style="list-style-type: none"> • Skills in strategic planning, goal setting, processes development, budgeting, and creating opportunities for professional development • Solid understanding of broad technology trends and the ability to align innovation with business goals • Solid understanding of the education technology sector • Expert knowledge of software engineering: languages, frameworks, techniques, and industry trends 	

- Skills in change management on an organizational and interpersonal level

Qualifications & Experience Required:	
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| <ul style="list-style-type: none">• Postgrad with Bachelor's degree in computer science or related field such as software engineering or IT• Extensive technical knowledge• 8 years of work experience in various IT roles• Strategic mindset• Team management | |
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Attitude and Fit:	
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| <ul style="list-style-type: none">• Embrace & align with TSIBA values including, Purpose-lived, Entrepreneurial, Culture and Leadership• Committed to personal and professional development (Attitude, Passion, Skills)• Service excellence orientation• Works well in a team and individually• High moral and ethical responsibility• Willing to share and transfer knowledge• Innovative and willing to try out new ideas• Able to work with young people on different levels• Demonstrates an understanding of students, their background and related issues• Accurate and methodical• Flexible and adaptable to changing situations and circumstances | |
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