Human Resource and Talent Management Section

University of Seychelles

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Campus: Anse Royale and Mont Fleuri

INFORMATION TECHNOLOGY SECTION	
Post title:	IT DIRECTOR
Reports to:	Vice-Chancellor
Academic qualification:	- Master's degree in Information Technology, Computer Science, Information Systems, or a related field, or equivalent experience; - CCNP, MCSE, RHCE, CISM certified
Professional experience:	- Proven experience as an IT Director or similar role or a minimum of 5 years' experience working as an IT Manager or equivalent - Excellent working knowledge of computer systems, security, network and systems administration, databases and information management systems. Desirable: online teaching and learning platforms experience. - Experience with Azure cloud and hybrid infrastructures, architecture designs and migrations. - Experience in database and virtualization technologies - Experience with the monitoring and configuration of Firewall/DMZ infrastructure. - Experience in controlling information technology budget
Additional Criteria (Skills & knowledge)	- Strong critical thinking, problem-solving and decision-making skills; - High level leadership skills, excellent oral and written skills as well as interpersonal skills; - Project management skills with ability to prioritize; - Must be self-confident and have a calm, confident, positive, and supportive attitude; - Able to work under pressure and meet tight deadlines with quality outputs; - Budget management skills;

Job Purpose

The Director of Information Technology will drive, implement and manage the strategy for UniSey's IT services and developments that will meet the business objectives of the university. S/He will as well manage the Section's staff, ensuring a robust and responsive team that provides high levels of client service to the organisation's users as well as the required skills for the technical support of the solutions in use.
The goal is to ensure IT systems and people are effective and functioning within the limits of budget, time and specifications of the UniSey.

A flexible approach to work is required as the role may at times include after-hours and occasional weekend support

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Main Duties and Responsibilities

The role entails the following responsibilities:

1. Oversees all technology operations and evaluate them according to established goals

2. Provides leadership to the IT team and ensures capacity building to maintain optimal industry knowledge levels.

3. Working with internal and external stakeholders, optimises the utilisation of resources in delivering and supporting solutions provided, while continuously working with upper management to identify and agree IT priorities, determines the most appropriate design of i**nfrastructure** to support the business, taking into account prevailing best practices and technologies;

4. Develops implementation plans for dealing with complex requests for change or for the introduction of new services, evaluating risks to integrity of **infrastructure** inherent in proposed implementations and review the effectiveness of change implementation. Subsequently, effect/oversee the roll-out and in-house training of new projects.

5. Leads the University's **network security efforts**, ensuring that it has a resilient strategy in place for business continuity and IT disaster recovery.

6. Oversees the daily operations of the University information technology to identify potential security risks and room for improvements; managing, evaluating, and resolve any physical or digital security incidents or breaches.

7. Devises and establish **IT policies and systems** to support the implementation of strategies set by upper management

8. Promotes and assists in the implementation of **strategies, policies and procedures** that seek to guide and shape the technology service delivered by UniSey.

9. Analyzes the business requirements of all departments/sections to determine their technology needs
10. Undertakes the purchasing of efficient and cost effective technological equipment and software

11. Inspects the use of technological equipment and software to ensure functionality and efficiency

12. Identifies the need for upgrades, configurations or new systems and report to upper management

13. Manages the IT **budget and report** on expenditure

14. Assists in building relationships with stakeholders and creating cost-efficient contracts

15. Maintains an in-depth knowledge of specific technical specialisms and provide expert advice regarding their application.

16. Ensures development and deployment of customized virtualization solutions.

17. Ensures that records and reports are kept of network operations and maintenance; ensure troubleshooting of network performance issues and analysis of network traffic.

18. Maintains **monthly monitoring report** of the server health and bandwidth utilization.

19. **Applies and ensures:**
    a) Application of health and safety requirements in the workplace.
    b) Development and implementation of security procedures;
    a) Regular security audits are conducted to identify potential vulnerabilities and risks;
    b) Management of access controls to ensure that only authorized users have access to sensitive data;
    c) Provision of training and education to staff and students on best practices for maintaining network security.

Staff Management
a) Recruits and trains new IT staff members;
b) Conducts performance evaluations and provides feedback to staff members;
c) Identifies opportunities for professional development and training for IT staff;
d) Ensures that IT staff have a clear understanding of their roles and responsibilities;
e) Manages conflicts and addresses personnel issues within the IT Section;
f) Ensures compliance with national employment laws and regulations
g) Ensures adherence to UniSey policies and procedures.

<u>Other Duties</u>
1. Keeping accurate **records** for reports and future references;

2. Developing and monitoring key performance indicators (KPIs) for the Section and undertaking effective reporting to the Vice-Chancellor;

3. Contributing to team effort by accomplishing set targets;

4. Contributing to core academic processes as required, including quality assurance, evaluation, validation and review;

5. Supporting the **development of the IT team** to ensure the service they provide continues to meet the needs of the University as a whole;

1. Undertaking any other reasonable duties in line with the needs of the IT Section and the seniority of the role

Professional Development
1. Being responsible for continuing self-initiated professional development
2. Participates in University staff development initiatives
3. Attends training programmes as identified and agreed for appropriate development

Expectations of all staff

Professional standards
All staff employed by the University are expected to exhibit high professional standards which promote and demonstrate the University's core values of Excellence, People Focused, Partnership Working, Fairness and Integrity.

Equal opportunities
All staff are expected to understand and enact the University's commitment to ensuring
equality and diversity in all activities.

Dignity at work
Every member of staff has a responsibility to ensure colleagues are treated with dignity and respect.
The University is committed to creating a work environment for all staff that is free from harassment, intimidation and any other forms of bullying at work, where everyone is treated with dignity, respect and professional courtesy.

Health and Safety
The arrangements for meeting the University's health and safety objectives are contained in
the UniSey's Health and Safety Policy. This includes the responsibilities of key staff and procedures covering the main activities of the University. All staff are expected to take reasonable care of themselves and those that may be affected by their actions.

Dress code
The University does not operate a formal dress code for its employees, other than for those who are provided with uniform and/or protective clothing. However, employees must ensure that their dress is professional, reasonably smart and appropriate for the situation in which they are working. All staff should ensure that they present a professional image and one that reflects sensitivity to customer perceptions. This may reflect their ethnicity and lifestyle, but should not be provocative or cause offence to those with whom they have contact.

Staff Full Name:	Signature:	Date:
Line Manager Full Name:	Signature:	Date: