JOB DESCRIPTION

Responsible to: Director Corporate Services

Direct report: Senior ICT Officer

Network Administrator

Systems Support Administrator

ICT Manager

Purpose of Job and Accountability

Manages the daily operations of the Information and Communication Technology to achieve the strategic objectives of the Roads Directorate. ICT Manager will be under direct supervision of Director Corporate Service (Director Corporate Services). The incumbent will be responsible for supervision of staff in the section and provide training support and recommendations to RD staff on issues of ICT.

Main Functions

The ICT manager will ensure the smooth operation of the ICT section in alignment with the business objectives of the Directorate. The ICT manager will plan, direct, coordinate and design ICT-related activities, as well as provide administrative direction and support for daily operational activities of the IT division. The responsibilities will include *inter-alia* to work closely with decision makers in other departments to identify, recommend, develop, implement, and support cost-effective technology solutions. Further formulate and implement information and communication technology (ICT) strategies, policies, procedures, best practices and oversee the security of ICT systems.

Duties and Responsibilities

IT Management

- Identifies and manages resources needed for the planning, development and delivery of specified information and communications systems services (including storage, modification and communication of data, voice, text, audio and images).
- Engages with and influences senior level stakeholders and project teams through change management processes, ensuring that the infrastructure is managed to provide agreed levels of service and data integrity.

Contract Management

- Manages contract agreements between RD and service providers thus ensuring that contractual issues are resolved accordingly.

- Undertakes comprehensive financial evaluations and recommends for best option to attain value for money in service agreements.
- Guards against non-discriminatory behaviour and legal compliance always in the ICT services.
- Ensures that lessons learned from reviews are documented and promoted with all stakeholders.
- Leads the negotiation and delivery of Service Level Agreements with external service providers and ensuring that SLAs are achieved to a high standard, taking corrective action in line with agreed strategies and plans.

Network Maintenance and Operation

- Ensures the efficient, secure and effective operation and performance of Roads Directorate's Network, including the internet and remote access tools facility that allow employees to telecommute.
- Ensures that an adequate plan for disaster recovery and carrying out back-ups of the organisation's data is maintained and has been effectively implemented.

Service Management

- Provides training to Roads Directorate staff on the computer systems including the use of all software applications and hardware components.
- Writes and maintains guidance notes for users, both in response to requests and in anticipation of future needs.
- Identifies and establishes strategic service provider relationships. Manages and directs providers of ICT services.

Knowledge Management

- Researches hardware and software options as new needs arise, making reasoned recommendations on purchases to the appropriate person(s).
- Provides technical guidance and updates to other staff as required, exercising judgement as to which are the most appropriate.
- Ensures process, procedure and configuration documentation is maintained and updated. Ensures development and maintenance of a knowledge base for IT team.

Budget management and Performance

- Develops and manages the IT budget, ensuring expenditure does not exceed agreed levels.
- Manages the procurement of ICT hardware and software in line with the Procurement Policy and Procedures.
- Takes full responsibility for budgeting, estimating, planning and objective setting. Plans and manages implementation of processes and procedures, tools and techniques for monitoring and managing the performance of automated systems and services. Aligns the contribution of systems and services to clearly stated business and financial goals and performance targets.
- Monitors performance and takes corrective action where necessary and in line with policies.

Organisation

- Network with ICT representatives of similar organisations to share information and lessons learnt. Liaise on behalf of Roads Directorate as required with external agencies such as professional ICT bodies and agencies.

Human Resources Management

- Ensure that the execution of all works and all other operations of the section are carried out in accordance with the Rules and Regulations of the Directorate.
- Ensure that all reports and other information required from the section and its subsidiary units are completed accurately in the required formats and are submitted to the Divisional Director on time.

- Have technical and administrative control over the personnel in the Section and to be responsible for the proper functioning and discipline of personnel in the section and in cases of default he/she is to recommend to the Divisional Director for disciplinary proceedings to be instigated against the concerned personnel.
- Advise and assist in the training of Roads Directorate staff. This activity should be undertaken in close collaboration with the Roads Directorate Training Centre.

Qualification and Experience

Master's degree in Computer Science or equivalent degree qualifications (Information & Communication Technology field) with a Minimum of 3 years' experience in Computer Science or related ICT fields. Experience at managerial senior Position.

Or

BSc Degree in Computer Science or equivalent degree qualifications (Information & Communication Technology field)

Minimum 8 years' experience in computer science or related ICT fields.

Personal Attributes & knowledge & Skills

- Knowledge of ICT governance is highly essential
- Knowledge of policy and procedures development
- Excellent knowledge of technical management, information analysis and of computer hardware/software systems
- Expertise in data centre management and data governance
- Hands-on experience with computer networks and systems, network administration and network installation
- Strong supervisory skills
- Project management skills
- Ability to manage personnel
- Good analytical skills
- Good interpersonal relationship skills and a team player
- Have problem solving skills
- Excellent communication skills

- For more details about the job advert, please visit the Roads Directorate website and face book page
- **NB:** The closing date for the submission of applications is **15th May 2025.** No late applications will be accepted.
- Only those shortlisted for interviews will be contacted. Applications should be addressed to:
- **Submission Offices: HR Office S 02 and S 09**
- PHYSICAL ADDRESS:
- Roads Directorate – Headquarters; Opposite Browns Cash & Carry Supermarket, Corner Senate and Lepoqo Rd, Industrial Area , Maseru