Cannabis Licensing Authority Jamaica

JOB DESCRIPTION & SPECIFICATION

POST TITLE	Director, Information Technology & Business Services
POST GRADE	MIS/IT 7
POST NUMBER	307112
DIVISION	Human Resource Management & Administration
SECTION/UNIT	Information Technology & Business Serivces
REPORTS TO	Director, Human Resource Management & Administration
DIRECT REPORT(S)	• Infrastructure & Information specialist

JOB PURPOSE

Under the general direction of the Director, Human Resource Management & Administration, the Director, Information Technology (**IT**) and Business Services manages the day-to-day operations and maintenance of IT-enabled business support services and all information assets across the Cannabis Licensing Authority (**CLA**). The Director, Information Technology and Business Services facilitates the provision of electronic information systems/applications to enable improved efficiency and productivity of the divisions/departments using appropriate information processing technologies and business services in the most cost-effective manner.

KEY OUTPUTS

- Strategic IT and Business Services Plan for the Authority developed and implemented
- Business continuity and risk management frameworks developed, revised and executed
- Policy, standards and procedures for IT and business services developed, implemented and revised
- Core business support services managed and in place
- Website and electronic communication mechanisms and support processes managed and monitored
- Secure, reliable and efficient corporate-wide network and shared IT systems and services in place
- Internal and external relationships managed

- Client satisfaction and service delivery maintained
- Competent staff retained and managed
- Staff and organisational performance improved continuously
- Return on investments achieved and expenditure kept within budget

PERFORMANCE CRITERIA

- Annual and strategic IT and Business Services Plans for the Authority are developed and implemented within approved budget and timelines, and, to quality standards.
- Business continuity and risk management frameworks are developed, revised and executed in accordance to prescribed standards to support the effective and efficient maintenance of essential functions and their recovery after a disaster and/or emergency.
- Core business support services are managed and maintained, and information systems schedules and targets are met to drive service delivery by the Authority to quality standards and within stipulated timelines and budget.
- Policy, standards and procedures for IT and business services are developed, implemented and revised, consistent with established standards, depth of coverage, clarity and relevance, to produce results within agreed budget and timelines.
- Secure, reliable and efficient corporate-wide network and shared IT systems and services are developed, maintained and changed to enable the Authority management, operations and decision-making process.
- Enabling support business processes and reporting are developed, tested, implemented, maintained and improved to support core service delivery and operations of the Authority to specified standards and agreed performance targets.
- The number of breaches of security per annum arising from external infiltration are contained within agreed limits and continually reduced for each successive period of operation (e.g., when compared with the previous year).
- Quality management strategies are in place to facilitate appropriate standards being achieved, and innovation and continuous improvement in service delivery being implemented.
- Website and electronic communications mechanisms and support processes (i.e., network and applications) are managed, maintained and monitored to ensure consistent accessibility and availability to end-users during official work hours (except for planned maintenance).
- Internal and external relationships are managed and maintained to drive service delivery, resolve issues and promote client satisfaction for the Authority.
- Return on IT investments is achieved, and expenditure is kept within budget, where budget variances on projects do not exceed targets.
- Competent staff is selected, developed, trained, retained and managed in keeping with clear and approved career development plans to deliver IT and business services within specified performance, effectiveness and productivity parameters.
- Positive and learning organisational culture is promoted to drive the achievement of organisational priorities and business outcomes of the Authority.

DUTIES AND RESPONSIBILITIES

TECHNICAL/PROFESSIONAL RESPONSIBILITIES

Information Technology and Business Services
- Collaborate with senior leadership to develop, maintain and upgrade appropriate information technology (IT) systems in accordance with Authority needs that ensure that effective arrangements are in place to satisfy information and telecommunications requirements for the Authority and its departments in a time-sensitive, responsive, and cost-effective manner (with particular emphasis on data communication).
- Establish business continuity and recovery policy for IT and business service tools, resources and management that provide guidelines for common situations and a framework by which the Authority can cope with exceptional circumstances/emergencies/disasters.
- Review IT and business service strategies of Authority departments to ensure adherence to policies, procedures, guidelines, standards and quality requirements set by the Authority that will improve the CLA's ability to manage through the effective use of proven management approaches and techniques, and available technological tools.
- work with corporate management to determine and plan for future IT and communications hardware, software and security requirements that will integrate existing and proposed information systems into a corporate-wide management information system, making judicious use of proprietary software and taking full advantage of decision support technologies.
- Develop, implement, monitor and improve IT and business services mechanisms, systems and processes that drive improvements in the efficiency, effectiveness and quality of service delivery across the Authority.
- Advance and implement appropriate standards and procedures necessary to create the proper framework for IT and business services development and maintenance, network configurations, and effective interaction with end-users.
- Manage core IT and business services that support business operations, and work with line directors/managers (including licences, enforcement, finance, HR, legal, administration, office services and communications) to troubleshoot problems, develop solutions and resolve issues to safeguard excellent standards of IT and business support delivery.
- Actively engage, and collaborate with, government entities, private sector organisations, suppliers, vendors and industry groups to ensure that business and customer objectives provide input used to define the IT/business service management approach that will optimise outcomes for the Authority and its clients through IT and business services support.
- Collaborate with line directors/managers to implement appropriate electronic records and information management systems that will support and secure the work of respective departments and the Authority.
- Ensure compliance with all licensing requirements and other regulatory stipulations for government IT and cyberspace activities for the Authority.
- Emphasize data communications in the design of future information systems, supporting more effective approaches to verbal and written communications, and that will link the Authority to other entities as may be required.

Procurement, Contracts and Project Management

- Plan, advance and secure approval for procurement plan and budget for IT and business services, detailing proposed consultancies, service contracts, etc., that will support operations for the year and/or other specified periods that will enable the continued upgrade and expansion of existing hardware and software to accommodate the growing information needs of the Authority.
- Acquire/Procure IT and business service systems, tools and other resources in accordance with the requirements of Authority departments, and engage in contract management and related negotiations with suppliers, vendors, service providers and consultancies as necessary or required to achieve this.
- Select and effectively apply project management tools and control techniques to all projects to manage projects within agreed cost, time and quality parameters.
- Oversee and coordinate the integration of office automation equipment and applications into the Authority's computer network and future information systems designs.

Quality Management

- Ensure the quality and effectiveness of all projects undertaken by the Unit and keep up-to-date with IT and business services best practices and trends, and advise the DCEO where adoption will add value to the current services delivered.
- Develop and implement a regular quality review and improvement process for the Authority in accordance with relevant standards.
- Regularly seek and respond to feedback and suggestions for improvement from the Board, the Authority's Management Team, staff and external stakeholders on operational systems and processes to inform IT and business services development.
- Ensure that issues and/or concerns of divisions/units are managed and/or escalated to the appropriate level within Corporate Services Division.
- Promote ergonomically sound working space for all personnel who work with computer equipment.
- Manage the development and roll-out of end-user training based on the needs identified for Authority officers and ensure appropriate action is taken to raise and maintain their skills that
- will aid in sustaining a high standard of agility and productive use of the various systems and tools.

Promote professional external relationships

- Maintain and develop positive strategic relationships with internal and external stakeholders.
- Work proactively to resolve internal grievances and external complaints, concerns or conflict in a positive manner.
- Engage in the development, nurture and maintenance of effective working relationships with internal and external stakeholders to identify changes and new industry developments which can impact Authority operations and goals to inform IT and business services development in the short, medium and long-term.

Contribute positively to CLA's organisational culture

- Work in partnership with all members of staff to provide strong, accountable leadership, clearly articulating our values and standards
- Promote and model Authority Code of Conduct, values and professional standards to all staff, clients, partners and external stakeholders.

- Adhere to policies and procedures and management directives, and ensure that issues and/or concerns of departments/units are managed and/or escalated to the appropriate level within Corporate Services and Administration.

MANAGEMENT AND ADMINISTRATION
- Communicate and collaborate effectively through appropriate mechanisms with other Directors/Managers and department staff in order to ensure a corporate approach to the delivery of IT and business services across the Authority and provide a secure, reliable and efficient computer system environment.
- Initiate, plan and implement strategies for the provision and management of IT and business services to support and drive Authority management and technical operations that will ensure the achievement of the Authority's IT and business services objectives and goals.
- Ensure the provision of technical assistance in all areas to end users by sustaining sufficient operational capability to achieve acceptable response times, especially during peak periods, and to minimise down times to an acceptable level.
- Deputise for the DCEO during periods of absence as directed, ensuring a consistency of approach and decisions which align with the Authority's goals and objectives.
- Develop and manage the IT and business services budget, and institute corrective measures when budget is not being met, including signing off on invoices and quotes, escalate out of budgets items to the DCEO for approval, and, ensure that the team obtains all necessary tools and equipment to effectively execute their duties.
- Manage and coordinate the Unit reporting in keeping with required timelines and/or as directed.

PEOPLE MANAGEMENT/LEADERSHIP
- Lead and manage the resources of the IT and Business Services Unit and all Unit activities to ensure the effective and efficient utilisation of all tools, resources, and personnel that will ensure that the Unit has the resources or access to resources to complete all projects.
- Mentor, coach and lead direct reports and maintain a high morale among Unit officers by providing regular performance feedback; agreeing development paths; conducting formal and informal reviews; and, demonstrating the highest standards of ethical conduct.
- Execute people management for direct reports including reviewing and submitting for approval recommendations for hiring, developing and training, leave grants, rewarding, transferring, promoting, appraising and terminating Unit staff.
- Monitor the strict adherence to governance and high standards of professionalism of direct reports as per Authority Accountability, Standards and Code of Conduct policies.

Other Duties
- Execute other duties that can reasonably be expected of the position as may be required by the DCEO from time to time.

Variation

This job description is subject to review from time to time. Any amendments will be made in consultation with the incumbent.

JOB DIMENSIONS (AUTHORITY, SCOPE AND IMPACT OF JOB)

- Identify and resolve issues related to IT and business service delivery
- Make IT and business service policy, procedure and service models recommendations that best meet the needs of the CLA
- Develop procurement plan for IT and business services
- Prioritise IT projects
- Acquire and allocate IT resources
- Authorise payments within approved limits
- Recommends the budget for the Unit
- Recommend expenditure from the approved budgetary allocation for the Unit
- Provide recommendations on staffing and technical matters relating to the Unit
- Review and sign-off on TORs, information specifications, Service Level Agreements (SLAs), business model specifications, and other pertinent IT documentation
- Develop and implement systems and processes for improvements in efficiency, effectiveness and quality across the Authority
- Initiate and monitor the development of effective information analysis to support strategic decision making and business planning function
- Sign off correspondence as appropriate
- Manage staff in accordance with the Authority's human resource policies, finalise team and individual performance reports, and administer performance incentives and disciplinary actions. Recommend staff leave, training, appointments, transfers and promotion.
- Manage direct reports and provide coaching, mentorship, technical advice and support, and performance feedback
- Liaise with customers, government ministries, departments and agencies, private and third sector organisations and other stakeholders as required

6. CONTACTS (Liaises with)

A) INTERNAL

CONTACT (TITLE)	PURPOSE OF COMMUNICATIONS
Chair/Board of Directors	• Provide advice, guidance and support for collaboration, implementation and influence on Authority planning, decision making and corporate governance as directed.

Chief Executive Officer Deputy Chief Executive Officer, Corporate Services and Administration	• Receive policy directives and guidance on overall strategic direction of the Authority and implications for future programmes and/or projects related to enabling IT and business services. • Provide technical advice, guidance and support on IT and business service operations to facilitate Authority plans, programmes and services, and/or major issues that have significant client impact. • Collaborate on the development and review of Authority budget and resource plan for IT and business services support, ensuring consistency with wider strategic plans and goals.
• Director, Corporate Planning and Special Projects • Director, HRM and Administration • Director, Research Development and Communications	• Collaborate with fellow department directors and their teams to provide wider corporate services and administration support, including procurement, contract management and project management.
• Director, Enforcement and Monitoring • Director, Finance • Director, Licensing and Application • Internal Auditor • Senior Legal Officer	• Exchange advice and/or information and/or recommendations on IT and business service matters that support respective operational areas. • Coordinate business systems review and process improvement initiatives to safeguard business outcomes and quality service delivery.
Other CLA Staff	• Provide technical advice, guidance and support to resolve problems, develop solutions, and, gain insight on improvement in service delivery and information transfer. • Exchange information and/or facilitate user-directed capacity building initiatives (e.g., in house software training; and, general business service support as required.

B) EXTERNAL

CONTACT (TITLE)	PURPOSE OF COMMUNICATIONS
Other Government Agencies	• Monitor collaborative relationships and partnerships with other Government stakeholders. • Establish networks to enable performance benchmarking, monitor industry trends, maintain currency, and collaborate on common response to emerging issues.

Office of the Contractor General Ministry of Finance and the Public Service Auditor General's Department Attorney General's Chambers Accountant General's Department	• Provide information and/or receive technical support/advice and/or guidance and/or information on public expenditure policy, procurement and contract management as per Department/ Chamber expertise and knowledge (e.g., legal advice; audit feedback, and Authority payments/treasury transactions) as directed.
Private and third sector partners, industry representatives and customer groups	• Exchange information to define and evaluate service performance outcomes. • Develop partnerships and other alliances in order to advance and manage IT and business services as required.
Consultants/Consulting Firms Service Providers Suppliers Vendors	• Finalise service provision and other agreements/ arrangements.

7. KEY COMPETENCIES

- Sound knowledge and understanding of IT and business service management, project management, government procurement and general management.
- Sound knowledge of and demonstrated experience in developing and implementing effective operational systems and procedures, as well as providing operational support to a multifunctional organisation in a complex, high expectation and high volume environment.
- Sound knowledge and understanding of government machinery, systems management and performance monitoring for regulatory bodies in Jamaica. Experience in managing licensing authorities would be advantageous.
- Sound knowledge and understating of government procurement and contract management, as well as experience in developing and monitoring programme and/or project budgets while effectively managing contracts to achieve value for money
- Working knowledge and understanding of legislation and regulatory frameworks governing CLA management and operations, as well as an appreciation of issues and trends concerning medical marijuana and hemp industries
- Excellent communication and stakeholder management skills – ability to communicate key messages across on complex issues clearly and persuasively tod iverse publics and at all levels within and without the Public Sector in writing and in person and under pressure
- Strong client, achievement and results orientation and the ability to identify and incorporate the interests and needs of customers in IT and business process design
- Strong conceptual, lateral and analytical thinking, with the ability to solve information and communications technology issues/problems strategically
- Ability to:
  - o Develop and review policies and procedures, and, write and present proposals and technical documents

- Identify and analyse trends, review data and evaluate business options to ensure business case models are sound, manageable and viable
- Lead, motivate and develop staff to achieve results
- Innovate, to recognise challenges, analyse problems and apply effective solutions
- Lead projects and influences change within the organisation
- Manage relationships well with key stakeholders, vendors, supplies and other organisations that create long term networking benefits
- Understand wider organisational and business needs and provide IT and business service solutions to help meet them, as well as wider supply IT systems development, implementation and on-going maintenance
- Think strategically without losing touch with day-to-day service delivery
- High personal energy and resilience
- Demonstrable confidentiality, diplomacy, discretion and integrity at all times

QUALIFCATIONS & EXPERIENCE REQUIREMENTS

- Post-graduate degree in management information systems, information technology, business administration or equivalent qualification.
- Seven (7) years' work experience, with at least five (5) in a management position.
- Practical experience in the implementation of at least three (3) major computerized systems; delivering demonstrably high quality services against challenging performance targets; managing and working through others to achieve outcomes; and, managing large budgets
- Experience in government organisations, particularly in a regulatory or monitoring capacity, would be an asset.

SPECIAL CONDITIONS OF THE JOB

- Normal office hours, with occasional long and unscheduled work hours to resolve issues, carry out emergency and disaster preparations and meet critical deadlines (including on weekends and public holidays).
- Occasional exposure to situations where personal safety and security may be at risk.

VALIDATION
Approved by: *Chief Executive Officer*   Signature: Date: ***Received by:***   I have received, read and fully understand the requirements of the job as outlined.   Employee Signature: Date:

Page