

MRA Job description

Job title: Section Head, ISD	Section:
Immediate supervisor: Director, Information Systems	Grade: 6

Purpose of job

Responsible for the management of current and future Information Systems and responsible for the smooth running of Information Systems department at the desired level of business performance.

Information Systems include the Integrated Tax Administration Solution (ITAS), Finance and Human Resource Management System (FINHRMS) as well as other ICT applications/systems, within the context of the MRA's overall ITC strategy and architecture. Managerial responsibility include leading and supervising subordinates, MIS reports needs, Systems upgrade and/or Redevelopment, Stand-Alone Applications, and ICT Training and Documentation.

Main duties and accountabilities

- Assist and support the Director, Information Systems in the management of the Department;
- Assist in the preparation & monitoring of the strategic and operational plans of the Department;
- Report the status and progress of all projects undertaken by ISD on a regular basis as specified by the Director of Information Systems;
- Ensure existing information technology systems are used to their optimum, and where necessary, user requirements for new software applications are clearly conveyed;
- Develop a strong partnership with all stakeholders in order to have inter-systems solutions implemented in the interest of both external and internal stakeholders while protecting departmental interests;
- Undertake detailed analysis of current policies, procedures, requirements and controls, identify weaknesses, propose corrective measures, and oversee implementation of reforms;
- Participate in the preparation of the budget of the Department;
- Prepare various reports and board agenda items for management as and when required
- Ensure that ICT related Laws, Regulations and Departmental Instructions are understood and complied with;
- Ensure Standard Operating Procedure manuals pertaining to his/her areas of operational responsibility are kept accurate and up to date for both staff and stakeholders;
- Set clear performance objectives and measurement criteria for the section, then monitor/report on performance, and take corrective action to ensure objectives are met;
- Write and coordinate vendor contracts and agreements;
- Lead, mentor, empower staff to nurture a sustainable workplace for job enrichment;

- Conduct performance appraisals of subordinates as directed by the Director of Information Systems;
- Identify training and development needs for officers of ISD and assist in the MRA's endeavours to build capacity in the field of ICT.
- Report to the Director of any current or foreseeable risks that the department faces or will face;
- Deputize for the Director as and when required;
- Conduct such other cognate duties as may be assigned.

Job Specific

- Manage the Information Systems of the ISD considering current and future needs on the latest stable Platforms and versions. Install/implement new Information Systems in the ISD; Implement appropriate emerging technologies to improve the efficiency and efficacy of tax administration.
- Ensure various Information Systems and applications are developed and implemented to support departmental operations
- Oversee the installation and maintenance of hardware, software and telecommunication networks;
- Define departmental user requirements for software applications as well as supporting procedures/controls in close liaison with other departments;
- Communicate and interpret user requirements to developers including contractors and the Information Systems Department;
- Test and evaluate systems/applications to ensure they meet user requirements;
- Develop and deliver IT training programs;
- Adopt project management methodologies for proper execution of project; Use appropriate tools to manage projects effectively;
- Write and maintain user manuals and other system documentation;
- Responsible for the preparation of IT related tenders for procurement of hardware, software, systems and services, as well as for maintenance/service agreements for any ICT projects taken up by MRA;
- Prepare systems cost estimates and cost-benefit analysis;
- Prepare tenders, evaluate responses, develop proposals, make recommendations and handle awards of contracts
- Perform regular maintenance to safeguard data and system files for all applications of ISD;
- Diagnose and correct user-related system problems;
- Design and prepare management, operational and statistical reports;

- Ensure that data required by external and internal stakeholders is generated correctly and communicated in a timely manner;
- Ensure appropriate system contingency and fallback measures are in place and administered effectively;
- Ensure that appropriate system security measures are administered;
- Research latest trends in ICT and ensure that departmental systems conform fully to international norms, best practices and conventions;
- Discuss, agree and communicate to all internal users and external stakeholders proposed IT solutions and ensure delivery within agreed performance standards and time frames;

Qualifications and Experience

- Higher School Certificate with 3 subjects at A-Level (Maths & Physics will be an advantage).
- Bachelor degree from a recognised university/institution in Information Technology/Information Systems/Computer Science or any equivalent qualification relevant to the above field
- Possession of an Master's degree in the above fields or Business Administration will be an advantage
- Professional Certification in the ICT field will be a further advantage (e.g. MCSE, CCNS, etc)
- 10 years' experience in a large Information Systems department, of which 5 years' should be in a senior role, including relevant experience in project management and implementation of high level information systems.

Desirable Knowledge, Attitude and Competences

- A proven track record in project management in ICT related projects
- Possess strong organisational, decision-making and leadership skills
- Good oral and written communication skills
- Ability to work under pressure and tight deadlines
- Results oriented with good communication, analytical and interpersonal skills
- Identifies and resolves problems in a timely manner and ability to take pre-emptive measures to prevent re-occurrences
- Ability to demonstrate a team spirit and professional attitude