

**MANAGER INFORMATION TECHNOLOGY  
TERMS OF REFERENCE**

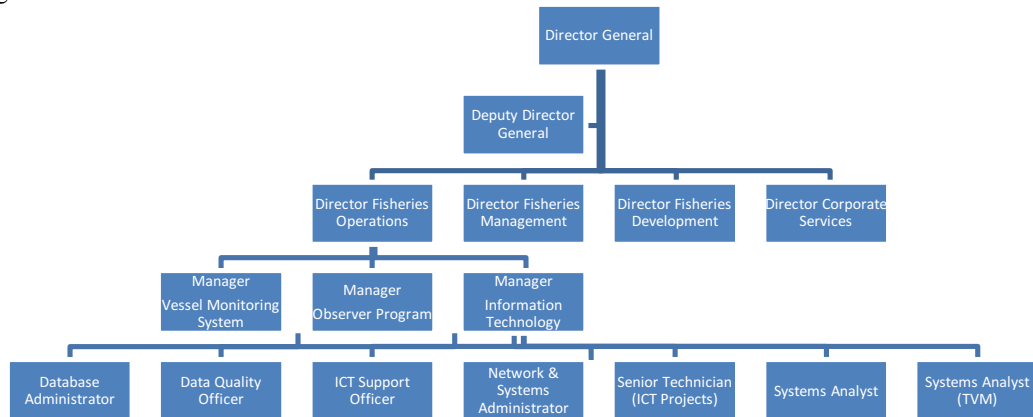
**Job Identification**

Job Reference:	
Job Title:	Manager Information Technology
Work Unit:	Fisheries Operations Division
Responsible To:	Director Fisheries Operations
Responsible For:	Managing and supervising eight (8) staff members
Job Purpose:	<ul style="list-style-type: none"> <li>• Lead and manage FFA’s Information and Communication Technology (ICT) functions which comprises information technology, information security systems, and the Secretariat’s communication and information management systems</li> <li>• Provide ICT technical and policy advice to the FFA Executive team and other stakeholders.</li> </ul>
Date:	August 2017

**FFA’s Vision and Mission**

<p><b>Vision of the Members of the Pacific Islands Forum Fisheries Agency</b></p> <p>Our people will enjoy the highest levels of social and economic benefits through the sustainable use of our offshore fisheries resources.</p> <p><b>Mission for the Pacific Islands Forum Fisheries Agency</b></p> <p>To drive regional cooperation to create and enable the maximum long term social and economic benefit from the sustainable use of our shared offshore fishery resources.</p> <p style="text-align: right;"><b>FFA Strategic Plan 2014-2020</b></p>
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**Organisational Context**



**Key Result Areas**

This encompasses the following major functions or Key Result Areas

<ul style="list-style-type: none"> <li>• Leadership and Management of the ICT Team</li> <li>• ICT Technical and Policy Advice to Secretariat and Members</li> <li>• Project Management and Delivery of ICT Solutions</li> <li>• Delivery of effective Information Security Management Systems (ISMS)</li> <li>• Effective ICT support for Records Management, Finance and Budget systems.</li> <li>• Performance Management and Capability Building of ICT Team</li> </ul>
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The performance requirements of the Key Result Areas are broadly described below;

<b>is accountable for</b>	<b>and is successful when</b>
<p><b>Leadership and Management of the ICT Team</b></p> <ul style="list-style-type: none"> <li>• Lead the ICT Team to deliver on the Secretariat’s mission ensuring close alignment of the Team’s goals with the Secretariat’s goals</li> <li>• Manage the operation of the ICT Team including staffing, performance management, procurement, planning, and budgeting</li> </ul>	<ul style="list-style-type: none"> <li>• ICT Team goals and work plans reflect the Secretariat’s goals with regular monitoring and evaluation to ensure relevance</li> <li>• FFA ICT operations and the ICT Team is managed effectively and efficiently with available resources</li> </ul>
<p><b>Technical and Policy Advice</b></p> <ul style="list-style-type: none"> <li>• Provide leadership and advice to FFA’s Executive on the Secretariat’s (and Member’s) ICT infrastructure and services including disaster recovery and business continuity, emerging technologies, future needs, and strategic ICT guidance</li> <li>• Provide leadership and guidance on FFA’s cybersecurity posture including the implementation and compliance monitoring of the FFA Information Security Management System (ISMS)</li> <li>• Provide advice on the implementation of ICT solutions, like EDRMS, that improves knowledge management within the Secretariat</li> </ul>	<ul style="list-style-type: none"> <li>• FFA ICT infrastructure and services kept current with plans developed for the future</li> <li>• FFA ICT disaster recovery procedures successfully tested regularly</li> <li>• Cybersecurity capability developed within the ICT Team with negligible impact on the Secretariat from cyber threats and attacks</li> <li>• FFA ISMS implemented, staff trained on it, with full compliance</li> <li>• Successfully implement an EDRMS solution to better manage organisational knowledge</li> </ul>
<p><b>Project Management and Delivery of ICT and IMS Solutions</b></p> <ul style="list-style-type: none"> <li>• Provide overall project management guidance of ICT-related projects in accordance with an accepted project management methodology</li> <li>• Provide Leadership and guidance in the enhancement of FFA members IMS and the RIMF</li> <li>• Provide support to Operations Division in the development of applications and enhancement of MCS tools</li> </ul>	<ul style="list-style-type: none"> <li>• Project management methodology adhered to including detailed project documentation</li> <li>• Projects are delivered to a high quality, on-time, and within budget</li> <li>• FFA ICT infrastructure is well maintained and updated as required.</li> <li>• Effective utilization of IMS modules by members</li> <li>• Improvements are made to existing MCS Tools and applications.</li> </ul>
<p><b>Library, Information and Financial management Services</b></p> <ul style="list-style-type: none"> <li>• Provide technical guidance to the Librarian and Media Officer on the Secretariat’s library and information services including the website and intranet</li> <li>• Ensure that ICT team support and assist Corporate Services Division in the operation of Technology One Financial and budget systems.</li> </ul>	<ul style="list-style-type: none"> <li>• In liaison with Executive staff, the FFA website and intranet are relevant to FFA’s business needs and promote effective outreach and advocacy</li> <li>• Improvements to records management, financial and budgetary processes receive effective ICT support.</li> </ul>
<p><b>Performance Management and Capability Building of ICT Team</b></p> <ul style="list-style-type: none"> <li>• Regularly assess ICT Team members’ performance against the Secretariat’s performance management framework</li> </ul>	<ul style="list-style-type: none"> <li>• Progressive professional development of ICT staff</li> <li>• Improved depth and breadth of ICT staff skills, knowledge, and experience</li> </ul>

<b>is accountable for</b>	<b>and is successful when</b>
<ul style="list-style-type: none"> <li>• Provide on the job training and coaching for staff and external training where required.</li> </ul>	

**Note:**

The above performance requirements are provided as a guide only. The precise performance measures for this job will need further discussion between the jobholder and supervisor as part of the performance development process.

**Work Complexity**

<p>The most challenging duties typically undertaken-;</p> <ul style="list-style-type: none"> <li>• Contributing to complex policy and technical consideration of Secretariat and member ICT and ISMS policies.</li> <li>• Providing for the required capability and security of the Secretariat’s ICT infrastructure.</li> <li>• Improving the Secretariat’s knowledge management functions particularly in the delivery of information management systems</li> <li>• Operating and enhancing the Secretariat’s ICT infrastructure and services within the available resources</li> <li>• Developing the ICT Team’s capabilities, especially in the area of cybersecurity, and maintaining a committed and talented team</li> </ul>
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**Functional Relationships & Relationship Skills:**

<b>Key internal and/or external contacts</b>	<b>Nature of Contact most typical</b>
<p><b>External</b></p> <ul style="list-style-type: none"> <li>• ICT contractors and technicians</li> <li>• Member country fisheries administration staff</li> </ul>	<ul style="list-style-type: none"> <li>• Oversee technical work and documentation</li> <li>• Provide technical and policy advice on matters related to ICT</li> </ul>
<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• FFA Executive Management</li> <li>• Director Fisheries Operations</li> <li>• Director, Corporate Services Division</li> <li>• Other FFA units with specific needs</li> <li>• All FFA Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Provide and receive advice, including taking directions</li> <li>• Procurement and Donor Reporting</li> <li>• Work progress reporting</li> <li>• Provide technical and policy advice</li> </ul>

**Level of Delegation**

The jobholder:

- Commit to and organize regional travel in line with FOD work plan and SLA tasks (subject to approvals)
- Manage consultancies, including reviewing outputs
- Manage multiple projects across several members
- Manage small teams of consultants, staff from other divisions and member personnel

**Person Specification**

<b>Essential</b>	<b>Desirable</b>
<p><b>Qualification</b></p> <ul style="list-style-type: none"> <li>• Graduate qualifications in ICT, computer science, information systems, networking or a related field</li> </ul>	<p><b>Qualification</b></p> <ul style="list-style-type: none"> <li>• Professional certifications (e.g. PMP, CISSP, RHCSA, AWS Certified Solutions Architect, etc.) in an ICT specialisation</li> </ul>
<p><b>Experience</b></p>	<p><b>Experience</b></p>

<ul style="list-style-type: none"> <li>• Demonstrated experience in strategic leadership and management of ICT services including planning, performance management, strategy development, project management, and policy frameworks</li> <li>• Minimum eight years' of progressively responsible professional experience in an enterprise ICT environment with a specialisation in any of the following areas - networking, system administration, management information systems, ICT project management, cybersecurity, web-based software development, database administration, and open source technology</li> <li>• Experience in developing and maintaining effective teams, staff relationships and management of staff</li> <li>• Excellent communication, interpersonal, relationship building and customer service skills</li> </ul>	<ul style="list-style-type: none"> <li>• Prior experience working in the Pacific region</li> <li>• Demonstrated experience in a senior cybersecurity role</li> <li>• Knowledge and experience (or capability to rapidly acquire) of the application of management information systems and services to fisheries management and administration</li> </ul>
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This section is designed to capture the expertise required for the role at a 100% fully effective level. (This does not necessarily reflect what the current jobholder has). This may be a combination of knowledge/experience, qualifications or equivalent level of learning through experience or key skills, attributes or specific competencies.

### Key Skills/Attributes/Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert Level	Expert understanding of ICT, its capabilities and limitations Strategic planning experience and expertise in ICT systems Successful team management, management of contractors and donor relationship experience and skills Excellent facilitation skills and understanding of Adult Learning Principles
Advanced Level	Advanced ICT knowledge, skills, and experience Linkages between national and regional ICT networks and programmes Knowledge of the contribution of ICT to overall fisheries management needs
Working Knowledge Level	Member countries' needs for effective and efficient ICT infrastructure and services Management and administration of ICT contracts Good understanding of the work of the Fisheries Operations Division and other FFA division/units FFA Staff Regulations, Policies, and Financial Regulations
Awareness	Environmental Context in which the ICT Team operates in

### Key Behaviours

*All employees are measured against the following Key Behaviours as part of Performance Development*

- Commitment/Personal Accountability
- Professional/Technical Expertise
- Teamwork
- Customer Focus
- Effective Communications & Relationships
- Leadership
- Coaching and Development (for Managers only)
- Strategic Perspective (for Managers only)

### Personal Attributes

- Relevant Qualifications
- Excellent Analytical Skills
- Excellent Communication Skills

- Results orientation
- Ability to manage and work well in multi-disciplinary and multi-cultural teams.
- Ability to work in an organized and systematic manner.
- Ability to transfer information/knowledge to a non-technical audience
- Recognizes and responds appropriately to the ideas, interests and concerns of others
- Builds trust and engenders morale by displaying open, transparent and credible behavior
- Respects individual/ cultural differences
- Utilizes diversity to foster teamwork
- Ensures others understanding of, involvement in, adaptation to a change process

**Change to Job Description:**

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment-including technological requirements or statutory changes. Such Change may be initiated as necessary by your Director. This Job Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

**Approved:**

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Manager/Supervisor

Date:

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Employee

Date: