

POSITION DESCRIPTION – OCTOBER 2019

POSITION TITLE: **Manager IT Operations**
POSITION NUMBER: **L8-009**
LOCATION: **FRCS Head Office, Suva**
REPORTS TO: **Deputy Director IT**

THE ORGANIZATION

The Fiji Revenue & Customs Service (FRCS) is a statutory Service established under the FRCS Act 1998. FRCS is an agent for the State for administration and enforcement of Tax and Customs laws in Fiji. Our Vision is to be a world class revenue Service delivering excellence in revenue collection, border protection, trade, and travel facilitation. Our organizational Values are - One organization; Leadership; Valuing employees; Integrity; Results focus; Partnership development.

POSITION PURPOSE

As FRCS strives to achieve its Vision of being 'World Class', the strategic focus shifts to four main areas of Partnership, Legislation & Process, People, and Technology. The Manager IT Operations plays a key role in ensuring information technology services are operating at optimum levels. With a strong focus on customer service, business continuity and resource management, this dynamic role is expected to introduce best practice standards into how the IT team delivers and supports valued FRCS services. The Manager IT Operations works closely with key internal and external business partners to ensure that core deliverables are underpinned with solid understanding of business objectives, robust resource planning and acceptable levels of data integrity. The Manager IT Operations is expected to manage a team of dynamic individuals, harnessing their capabilities to manage current services whilst preparing for the transition of project activities into 'business as usual'.

ACCOUNTABILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
<p style="text-align: center;">IT Strategy & Planning</p>	<ul style="list-style-type: none"> ▪ Contribute to the IT strategy development and planning process ▪ Develop and review resource plans (financial and non-financial) keeping in mind current and future needs ▪ Provide advice and contribute to the development of the business continuity and disaster recovery plans ▪ Lead the bottom up strategic planning approach to ensure it aligns with the FRCS 5year strategic plan
<p style="text-align: center;">Services Operation</p>	<ul style="list-style-type: none"> ▪ Review and provide advice on standards and requirements for effective delivery of services ▪ Contribute to the identification and assessment of new and emerging technologies that is expected to bring significant improvement and benefit to FRCS ▪ Manage the delivery of IT support services ▪ Lead the implementation of the Technology aspects of the Information Security Management System (ISMS)
<p style="text-align: center;">Resource Management</p>	<ul style="list-style-type: none"> ▪ Oversees the allocation of required resources for efficient distribution and optimal utilization

	<ul style="list-style-type: none"> Provide comprehensive advice to the CIO on best practices and strategies for managing assets with a focus on value for money and sustainability
Quality Assurance	<ul style="list-style-type: none"> Provide advice on the practical rollout of ITIL standards Develop strategies for the transition of project deliverables into business as usual operational activities
Stakeholder Engagement	<ul style="list-style-type: none"> Establish a robust network with stakeholders that enable effective communication and collaboration on various change initiatives Engage and influence key business partners to ensure technology delivers the desired business outcomes
Risk Management	<ul style="list-style-type: none"> Provide mitigating strategies for technological risks where this role is held accountable Work in partnership with the leadership team to address risks arising from the implementation of technology change initiatives
Health, Safety, and Wellness	<ul style="list-style-type: none"> Ensure compliance with relevant Occupational Health and Safety (OHS) obligations Ensure reporting line staff understand OHS policies Support and participate in health, safety and wellness initiatives

DELEGATIONS

As may be delegated by DDIT/CIO from time to time.

PERSON SPECIFICATION

ESSENTIAL

Bachelor degree or higher in areas relevant to position.
 Minimum of 10 years' experience in similar ITC leadership roles.
 Proven record of strategic and people leadership that influences the design and delivery of robust customer centric services across diverse stakeholder groups

DESIRABLE

Experience in leading future-focused cross-functional integration in a large complex organization.
 Experience of working across government and wider business environment.
 Knowledge of Fiji Revenue & Customs business activities and integrity standards.

PERFORMANCE COMPETENCY INDICATORS

As a leader your performance is measured through two criteria:

- Performance outcome criteria** for your area of responsibility. These are agreed and reviewed annually. You report quarterly to the Deputy Director IT on progress, and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- Leadership competencies** - you report quarterly on your facilitation performance measured against the competencies for your role. These are set out below.

COMPETENCY	COMPETENCY DESCRIPTOR
Managing Vision & Purpose	<ul style="list-style-type: none"> Is future focused, optimistic and effectively communicates a compelling and inspired vision to others in the organization Successfully rallies support for the vision; makes it shareable by everyone and inspires everyone to move forwards
Strategic Agility & Innovation Management	<ul style="list-style-type: none"> Is future orientated and is able to articulate a credible picture and vision for the future including possibilities and likelihood, and breakthrough strategies/plans

	<ul style="list-style-type: none"> ▪ Fosters innovation at work, has good judgement about which creative ideas and suggestions will work in reality and is able to effectively implement ideas
Dealing With Ambiguity & Conceptual Thinking	<ul style="list-style-type: none"> ▪ Copes effectively with change, can act without having the total picture and can comfortably handle risk and uncertainty ▪ Uses reasoning and intuitive processes to understand a situation or problem without being constrained by the current reality and identifies potential solutions and viable alternatives that may not be obviously related or easily identified
Drive For Results	<ul style="list-style-type: none"> ▪ Can be counted on to successfully exceed goals and expectations by consistently being a top performer, continually pushing themselves and others for results
Decision Quality	<ul style="list-style-type: none"> ▪ Utilises a mixture of analysis, wisdom, experiences, and judgement to make high quality, timely decisions, that produce ideas and solutions that are accurate and demonstrate sound judgement, risk management, and integrity ▪ Provides coaching to others to make decisions that sit within their delegations and area of responsibilities
Political Savvy	<ul style="list-style-type: none"> ▪ Can navigate through complex political and organizational situations effectively, quietly and with integrity ▪ Can efficiently anticipate where roadblocks are likely to be and appropriately circumnavigate them
Delegation	<ul style="list-style-type: none"> ▪ Delegates tasks and decisions clearly and appropriately taking into account the complexity and importance of the work and individual ability and development needs. Trusts people to perform and to complete their own work
Conflict Management	<ul style="list-style-type: none"> ▪ Ability to read situations quickly; stick with tough conversations and situation with the intention of settling disputes equitably ▪ Responding to conflict by listening, searching for common ground and gaining cooperation with minimal friction
Developing Direct Reports	<ul style="list-style-type: none"> ▪ Demonstrated focus on developing direct reports by providing challenging tasks and stretch assignments, and encouraging people to accept them ▪ Holds frequent development discussions with direct reports, is aware of their career goals, and treats direct reports in a fair and equitable manner

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