

JOB DESCRIPTION



1. POSITION DESCRIPTION:

Position Title:	Manager, Business Architect and IT Governance
Reports to:	Head of IT
Department:	IT
Location:	Dubai
Grade:	Manager

2. JOB PURPOSE:

The purpose of the role is to digitise business operations and manage IT governance.

3. REPORTING STRUCTURE:

Number of Staff Supervised	Direct Reports:	0
	Total:	0

4. KEY RESPONSIBILITIES:

- Determine and implement the as is and to be business processes.
- Maintain and implement the business architecture working with line of business
- Identify and implement capability gaps between the current business architecture and that required by the business in the future to deliver its business strategy and plan
- Provide oversight and direction to the projects established to deliver the capability growth defined by the capability roadmap.
- Maintain the quality of IT services and products
- Install elements of systems design, including wireframes, business rules, data migration rules and other detailed deliverables
- Develop training literature and materials to speed up processes
- Facilitate the discussion of requirements among stakeholders and documenting requirements to provide data-driven recommendations
- Assist with acceptance integration and testing and developing project plans
- Report to business leaders and stakeholders
- Being main contact for all IT Audit & Compliance enquiries

Vendor Management

- Conduct vendor evaluations and screening processes when necessary, in order to ensure that the closest and best solution and fit is adopted.
- Interact with external vendors on a regular basis and manage projects that may have several outsourced resources as part of any given project in order to ensure the project is completed as per schedule, budget and established quality standards.

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- Gain knowledge on the applications developed by vendors in order to ensure that support / future requirements are easily grasped and understood for internal customizations.

Project and Design Documentation

- Prepare flow charts, models, procedures and conduct feasibility studies to design possible system / process solutions that are the most effective and efficient fit to the Dubai Financial Services Authority (DFSA's) technology architecture and business requirements.
- Write various project documents, (for example Project Initiation Document, Functional Specifications, Technical Specifications etc.) so that when a solution is implemented it will meet and surpass user requirements.
- Prepare project plans to provide input into decisions about prioritizing projects and allocating IT resources.
- Prepare and maintain technical documentation to guide system users and to assist with the on-going operation, maintenance, and development of the system.

Implementation

- Use formal methodologies, such as Prince2, in all project management activities ensuring that all relevant standards and processes are met and comply with internal audit requirements.
- Participate / co-ordinate User Acceptance Testing (UAT), training and implementation process in order to ensure the system functions as per the users' requirements and any variances are identified and highlighted to the developers and to ensure continuous and smooth implementation of the system.

Policies, Systems, Processes & Procedures

- Follow, update and implement all relevant departmental policies, processes, standard operating procedures and instructions so that work is carried out in a controlled and consistent manner.
- Operating within the first line of defence, you will share responsibility for ongoing risk management while promoting a strong risk culture within the division and across the organisation in line with the DFSA Risk Management Framework.

Reports

- Prepare departmental statements and reports timely and accurately to meet Dubai Financial Services Authority's (DFSA's) and department requirements, policies and standards.

Related Assignments

Perform other related duties or assignments as directed.

Stakeholder Management

- Manage engagement with one (or possibly more depending on the scale of the project) stakeholders across the organisation and where necessary any external entities
- Manage stakeholder mapping and prepare communications to stakeholders and respond to stakeholder enquiries
- Work collaboratively with members of the project team
- Provide briefings and support to technical teams for meetings with stakeholders
- Prepare and manage workshops, roundtable and forum including developing agendas, project plans, and production of reports
- Attend client-facing meetings, collaborative planning workshops
- Provide input into weekly/monthly reports for Head of Information Technology & Innovation

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5. WORK ENVIRONMENT:

Office based work with limited travel

6. COMMUNICATION:

Internal:

End Users, IT Delivery Functions (Infrastructure, Project Management and IT Helpdesk)

External:

Vendors

7. AUTHORITY & DECISION MAKING:

- Will be reporting to the Head of IT and providing status and progress reports

8. QUALIFICATIONS, EXPERIENCE, & SKILLS:

Eligibility Criteria:

Bachelor Degree in Computer Science, Engineering would be of great value in this position

Minimum Experience:

- 7+ years of experience of business architecture and/or strategic planning
- 10+ years of experience working on IT-enabled change programs
- 3+ years experience in designing IT operations in a small-medium organization

Knowledge, Skills & Attributes:

- Requirements Gathering
- Workshop Facilitation
- Functional Definition
- Specification Documents
- Stake-holder management
- Business Case development
- User Journeys
- Full SDLC projects and developing skills in Programme Management
- Presenting to users / senior stakeholders
- Test Definitions
- Defining Training Plans
- Go-live support
- Desirable to have an understand of customer journey transformation & Service Based Design
- Ability to measure bot Value and Waste within any process design
- Ability to create, maintain and review process and policy documentation (essential).
- Experience of enterprise software applications and licencing (desirable).
- Ability to analyse data and produce service management information (essential)
- Knowledge of ITIL Service Management guidelines or IT security standards and best practice (desirable).
- Strong understanding of Architecture concepts and frameworks (e.g. TOGAF)