

JOB DESCRIPTION

1. POSITION DESCRIPTION:

Position Title:	Head of IT and Innovation
Reports to:	Chief Operating Officer
Division:	Operations
Department:	Information Technology (IT)
Location:	Dubai
Grade:	B (Associate Director)

2. JOB PURPOSE:

To develop, plan and direct an effective Information Technology strategy that supports the wider business priorities, through managing and developing IT applications, systems and infrastructure across all areas and activities and providing guidance on related matters where required to ensure the IT department operates efficiently and within defined budgets and timelines. whilst ensuring full contribution of resources to service delivery and performance within the IT department.

3. REPORTING STRUCTURE:

Number of Staff Supervised	Direct Reports:	6
	Total:	11

4. KEY RESPONSIBILITIES:

Strategy Formulation, Implementation and Planning

- Contribute and provide inputs to the development of the departmental strategy and ensure effective cascading of departmental strategy into section's policies and procedures in line with the overall business objectives of the department.

People Management

- Manage the effective achievement of department objectives through setting individual objectives, managing performance, developing, and motivating staff, provision of formal and informal feedback and appraisal to maximise subordinate and the overall performance.

Budgets and Plans

- Prepare and recommend the budget for the department and monitor financial performance versus the budget so that the business is aware of anticipated costs/revenues, and areas of unsatisfactory performance are identified, rectified promptly and potential performance improvement opportunities are capitalised upon.

IT Projects

- Evaluate and prioritise improvements to the organisation's IT infrastructure (for example, computer hardware, operating systems, communications, software applications, data processing, service support and security systems), to ensure that the organisation's IT resources are used effectively, and that its current and future business needs are met.

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- Oversee and lead the implementation of all IT projects and initiatives and provide guidance, when necessary, to ensure the projects are successfully completed on time, as per schedule and within budget.

IT Security

- Ensure that appropriate IT security systems and processes are in place to protect the privacy and integrity of the organisation's information and related intellectual property.

IT Contract Management

- Review all IT related contractual agreements and provide recommendations and submit it to the Legal department to minimise the turnaround time and assist with technical content that may not be understood by non-technical staff and to ensure the contacts are as per requirements and safeguard the interests of DFSA.
- Evaluate the vendors and third-party service providers for IT service and lead the negotiations with them to procure the most suitable vendors and at optimum cost.

Innovation

- Using technology in new ways to create a more efficient organisation and improve alignment between technology initiatives and business goals.
- Act as a leader of technological innovation across the DFSA

Market Analysis

- Keep abreast of the latest trends in IT processes, systems, hardware, and software applications, etc. used in similar organisation, key vendors, return on investments, etc. to take suitable decisions and provide suggestions to the Chief Operating Officer.

Collaboration

- Develop and manage relationships with key internal and external stakeholders, including vendors, suppliers and outsourcing companies for software, hardware and security matters including licensing, agreements, support and service contracts and cost to ensure that these relationships continuously serve DFSA's best interests and support the achievement of the department's strategy.

Change Management

- Contribute to the identification of opportunities for continuous improvement of systems, processes and practices taking into consideration 'international leading practice', improvement of business processes, cost reduction and productivity improvement.

Policies, Systems, Processes & Procedures

- Enhance departmental policy and procedures and implement procedures and controls covering all areas of the IT department to ensure adherence and effective implementation.
- 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

- Ensure preparation of timely and accurate departmental statements and reports to meet Dubai Financial Services Authority's (DFSA's) and the respective department's requirements, policies, and standards.

Related Assignments

- Perform other related duties or assignments as directed.

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5. WORK ENVIRONMENT:

The IT Department consists of several units that specialise in various IT fields. These units include IT Security, Systems and Infrastructure, System Administration, Business Analysis, Project Management and first level end user support.

6. COMMUNICATION:

Internal:

- IT department members
- All Divisions
- IT Steering Committee members

External:

- Vendors
- Government agencies e.g., Smart Dubai

7. AUTHORITY & DECISION MAKING:

- Communicate openly when required on key matters that would have a high impact on the organisation. High level communication on various ongoing initiatives and regular reporting on IT projects / programme progress. Any out of budget items should go to the COO for approval.
- Determines the requirements of technology platforms, applications, and IT budgetary requirements.

8. QUALIFICATIONS, EXPERIENCE, & SKILLS:

Eligibility Criteria:

- Bachelor's degree in computer science or IT with preferably a master's degree in a scientific, technology or related discipline.

Minimum Experience:

- 10+ years' experience in IT, with a minimum of 3-5 years in a managerial/ supervisory role, gained at whilst working within the financial services industry, or from a compliance background, government sector, or a national or international organisation.

Knowledge, Skills & Attributes:

- Ability to multi-task, prioritise, manage people effectively and understand highly technical concepts from a very wide to a very narrow spectrum.
- Communicate effectively to all levels and to continually ensure that internal and external stakeholder relationships are managed professionally.
- Ability to translate highly complex and technical concepts in a non-technical manner depending on the audience.
- Ability to plan and direct an enterprise-wide technical systems infrastructure and understand how that works interdependently and how it will evolve and change through time.
- Highly competent in financial budgeting, procurement, contract and agreement negotiations, vendor relationships, outsourcing arrangements, project, and programme management.
- Good understanding of cloud and cloud technologies