



# *Job Description*

## **MANAGER, SOLUTIONS DEVELOPMENT AND IMPLEMENTATION**

### **JOB SUMMARY**

The incumbent is required to manage the efficient identification, specification, programming, development, testing, documentation, and implementation of the application and business software solutions required by a large Ministry/Department, under the direction of the ICT Director. Duties include: management of the needs identification and requirements development processes; management of the software development and implementation processes for application and business software; designing and implementing effective change management processes; ensuring optimal utilisation of all software solutions; maintaining effective stakeholder engagement; commissioning of maintainable, secure and efficient software solutions; and supervision of professional, technical and support employees.

### **DUTIES AND RESPONSIBILITIES**

- Develops and maintains the policies, standards and procedures for information management in the Ministry/Department.
- Conducts security risk assessments and business impact analyses for all business applications within the Ministry/Department, and implements appropriate security strategies and controls.
- Maintains an in-depth knowledge of specific technical specialisms in the areas of software development and implementation processes and application software, provides expert advice regarding their application, and supervises other technical specialists.
- Monitors for and actively seeks opportunities, new methods and trends in software development and application software products to advance the Ministry/Department.
- Identifies new and alternative approaches to performing the Ministry/Department's business activities, including automating the processes, and implementing the changes in the business processes.
- Interprets the Ministry/Department's business goals, objectives and strategies and develops appropriate business models, plans, and requirements; and specifies business processes which drive improvements in the information systems and data management within the Ministry/Department.
- Monitors the market to understand new and emerging software technologies and products, and assesses their relevance and potential value to the Ministry/Department.
- Provides inputs to the service continuity planning process and implements the resulting plans for all application software.
- Plans the effective information storage, sharing and publishing within the Ministry/Department and implements document and record management systems.
- Manages and successfully completes the Ministry/Department's application software development and implementation projects, including the identification and mitigation of project risk, ensuring quality in delivery and effective utilisation of resources.
- Manages the business readiness planning, including IT deployment, data migration and transition support, necessary for facilitating the change arising from the deployment and integration of new information system capabilities into the operations of the Ministry/Department.
- Specifies and designs information systems to meet the business and operational needs of the Ministry/Department, consistent with corporate standards and within the constraints of cost, security and efficiency.

- Takes technical responsibility for all stages of the application software development and enhancement processes in accordance with agreed standards, specifications and best practices.
- Coordinates and manages the planning and execution of the system and acceptance testing of new, enhanced or amended information systems.
- Manages the installation or decommissioning of application software to required quality standards.
- Manages the analysis, planning and implementation of business and operational software releases, including risk assessment and stakeholder coordination, and in accordance with agreed processes and procedures.
- Utilises agreed quality standards to review software development and implementation processes.
- Supervises professional, technical and support staff engaged in performing duties related to particular specialisation.
- Performs other related duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES**

### **Knowledge**

- Considerable knowledge of the tools and techniques required for the management and control of ICT within a large government based or business organisation.
- Considerable knowledge of project management tools and techniques.
- Knowledge of relevant Public Service rules and regulations, instructions and procedures.
- Knowledge of relevant financial and procurement processes, rules and regulations.

### **Skills**

- Ability to manage multi-disciplinary teams and technical and professional staff.
- Ability to think creatively and to implement leading-edge technology solutions.
- Ability to negotiate and manage complex technical contracts.
- Ability to communicate effectively both orally and in writing.
- Ability to manage change in the public sector.
- Ability to promote teamwork and to manage conflict.
- Ability to establish and maintain effective working relationships with colleagues.
- Ability to interact positively with members of the public and external stakeholders.

## **MINIMUM EXPERIENCE AND TRAINING**

- Minimum of five (5) years' experience at a management level, including at least two (2) years in the successful development, implementation and operation of business and application software systems.
- Training as evidenced by the possession of a recognized Bachelor's Degree in Computer Science, Computer Information Systems, Information Systems Management, Computer Engineering or a related area.
- PMP Certification.

### **OR**

- Minimum of seven (7) years' experience at a management level, including at least two (2) years in the successful development, implementation and operation of enterprise-wide ICT systems.
- Training as evidenced by the possession of a recognized Bachelor's degree (other than in the area specified above) or professional qualifications such as ACCA, CMA.
- PMP Certification.

### **OR**

- Minimum of ten (10) years' experience at a management level including three (3) years in the successful development, implementation and operation of enterprise-wide ICT systems.
- Training as evidenced by the possession of a two-year Diploma in IT from a recognised institution.
- PMP Certification.