

Role: Chief Technology Officer (CTO)

A reputable institution wishes to inform the general public that applications are invited from suitably qualified individuals to the position of Chief Technology Officer (CTO).

The position holder reports to the Chief Executive Officer.

1.0 JOB PURPOSE:

The organisation as part of its transformation strategy, has re-positioned its Information Technology function. The Chief Technology Officer (CTO) as the driver of modern technologies and digital solutions will provide technical and strategic leadership for the performance of the Digital and Information Technology function.

The Chief Technology Officer (CTO) will be responsible for the definition and delivery of the overall technology strategy, including the implementation of the organisation's digital transformation programme. The CTO will lead the Digital & Information Technology Department, which will encompass 4 key units:

- I. IT Policy and Projects Management.
- II. Business Systems Development.
- III. IT Business Operations Management.
- IV. Infrastructure Management.

The role holder will collaborate and work with Top Management to ensure the organisation has the requisite technology infrastructure and capabilities to support business goals and objectives. The CTO will lead all digital innovations, improve efficiency, whilst demonstrating strong technology and business acumen. The role holder will demonstrate managerial capability, lead and develop the department by building and ensuring the right talent and competencies across the Information Technology function.

2.0 KEY OUTPUTS

- Develop a digital and information technology strategy for the organisation.
- Develop all relevant digital and Information Technology policies.
- Develop digital tools to improve the customer and business partner experience and employee efficiency.
- Prepare budget and annual work plan.
- Execute approved annual plan and prepare annual/periodic reports.
- Develop policies for the department.

3.0 KEY DUTIES AND RESPONSIBILITIES**3.1 Technology Strategy and Vision Development**

- Provide input for the formulation of policies for the Department.
- Ensure the implementation, monitoring and evaluation of policies, programmes and activities.
- Exercise oversight responsibility for the efficient and effective management of the human, material and financial resources of the Department.
- Ensure the development and maintenance of IT infrastructure.
- Ensure the development, implementation and review of IT security system.
- Ensure the design, development and deployment of IT programmes and software for the organisation.
- Manage the organisation's technology needs to meet anticipated trends.
- Ensure the negotiation process for IT service level agreements with both internal and external customers and service providers.
- Ensure close collaboration with relevant stakeholders in the management of IT systems.
- Ensure collaboration with relevant stakeholders on database management interface on the organisation's systems.
- Ensure the security and integrity of the organisation's automated system.
- Oversee the implementation of the Performance Management System of the Department.
- Ensure the preparation of annual work plan and budget of the Department.
- Ensure the preparation of annual and other periodic reports.
- Supervise and appraise the performance of subordinate staff

3.2 Technical and Operational Responsibilities

- Continuously stay up-to-date with the latest methodologies, emerging technologies, and industry-leading practices, and integrate these insights to the organisation's context, delivering tangible business value and distinctive advantages.
- Translate business needs into technical solutions, establishing a seamless link between technology and our overarching business strategy.
- Facilitate the planning and execution of capital projects for novel technology initiatives that influence operational success of the

organisation.

- Cultivate and build connections with business units to oversee the maintenance and support services for applications.
- Capture novel functional requisites across HR, Finance, Administration, and other critical domains, and recommend efficient solutions to cater to these needs.
- Develop project plans and oversee the timely and budget-conscious delivery of project objectives, which may include enhancing existing systems or developing new applications.
- Ensure that corporate applications are secure and compliant with all applicable regulations.
- Effectively manage all service level agreements and relationships with external service providers, leveraging industry best practices to enhance service delivery.
- Oversee and coordinate routine to moderately complex maintenance and enhancement tasks in collaboration with service providers responsible for supporting corporate applications.
- Develop and manage the technology department's budget, ensuring efficient resource allocation to achieve optimal value and impact.

4.0 LEADERSHIP AND PEOPLE MANAGEMENT

- Attract, develop, and retain a high performing team to meet the current and evolving needs of the organisation through coaching, mentoring, and performance management to nurture technology talent and enhance capacity to deliver impactful results.
- Establish and guide a high-achieving technology team, setting clear expectations, offering constructive feedback, and nurturing an environment that encourages ongoing growth and learning.
- Champion thought leadership in the integration of cutting-edge technology, standards, protocols, and tools within the fast-evolving digital taxation landscape.
- Offer technical guidance for optimizing and designing the organisation's business process models and the architecture that supports them.
- Effectively convey the technology vision to both Top Management and the employees of the organisation.

5.0 PERFORMANCE STANDARDS:

This job is satisfactorily performed when:

- IT Strategy is implemented
- Key Performance Indicators for delivery of IT Services are met
- Staff adhere to the IT Policies
- The primary language of the organisation's channel of communication is digital.

6.0 AUTHORITY TO

Work in close co-operation with the heads of other Departments to ensure administration activities are harmonized and optimized.

CONTACTS	NATURE OF CONTACT
Internal – Chief Executive Officer	To present policies, programs and guidelines pertaining to the organisation
Internal – All Top Management and Directors	Collaborate with Heads to maintain a robust IT infrastructure
External - IT Service providers	Negotiation on service level agreements

7.0 REQUIRED COMPETENCIES**7.1 Specific Knowledge**

- Proficient understanding of networking protocols, server management network security, and managing modern network infrastructure to ensure seamless and secure connectivity.
- Proficient understanding of the software development lifecycle, business process mapping, and optimization.
- Extensive knowledge of tax laws, government policies, guidelines and procedures.
- Strong business acumen to cultivate internal and external business connections and effectively lead change management processes related to technology in a multi-cultural work environment.
- Understanding of current technological trends and emerging technologies, including Artificial Intelligence (AI), Internet of Things (IoT), blockchain, and their potential applications.
- Proficient understanding of software delivery methodologies such as agile project management and DevOps.

- Sound knowledge in contemporary web, mobile, and application delivery platforms, coupled with expertise in Cloud management technologies such as Amazon Web Services, Microsoft Azure, Google Cloud Platform, etc. and tools crucial for developing scalable and cost-effective solutions.
- Proficient understanding of IT service management, including incident and problem management tools and support processes.
- Understanding of data management, data analysis and data visualization to leverage data-driven insights for decision-making.
- Strong agile project management skills, overseeing the successful implementation of core business and cloud-based solutions for both internal business teams and external consumers.
- Knowledge of vendor evaluation, selection, and management to engage with external technology partners effectively.
- Extensive knowledge of Information Technology industry regulations and data privacy laws to ensure technology practices align with legal requirements.
- Proficiency in IT governance, IT strategy and enterprise architecture.
- Proven knowledge of disaster recovery planning and business continuity design.

7.2 Required Specialised and Technical Skills

- Strong analytical acumen, adept at simplifying complex problems, and skilled in orchestrating effective plans to address challenges and minimize risks.
- Proven track record of leading a high-performing engineering and product team.
- Highly skilled in cross-functional collaboration, with a remarkable talent for inspiring others and effectively conveying and implementing visionary ideas.
- Should be able to write code, debug code, and understand the underlying principles of programming.
- Should possess the ability to design and deploy databases, as well as proficiently query and manage data.
- Should possess knowledge in risk management, security management, cyber security, data quality and external compliance.
- Excellent written, oral, and presentation skills.
- Must be action-oriented and self-driven.
- Must demonstrate excellent interpersonal skills.

8.0 QUALIFICATIONS AND TECHNICAL EXPERIENCE

- A minimum of a Master's degree from an accredited tertiary institution in Computer Science, Computer Engineering, Information Technology, Management Information System (MIS) or any other related field.
- Must have a relevant industry skill-based certification(s).
- A minimum of fifteen (15) years post-Bachelor's relevant work experience in a reputable organisation, five (5) years of which must be in a senior management position.
- Significant professional background in agile software development lifecycle and/or deploying and configuring ERPs or COTs, with expertise in API, Web Services, and integration solutions, proficiency in C#, Java, or similar programming languages and frameworks.
- At least 10 years experience in software development.
- Significant experience in leading digital transformation initiatives such as implementation of ERP and innovative digital systems.
- Significant experience in leveraging data analysis tools and business intelligence platforms to make data-driven decisions and optimize business processes.
- Proven leadership experience in spearheading cloud-based and mobile application development within large organizations.
- Proven experience in site reliability, cybersecurity, information security, and big data engineering and architecture.
- Relevant professional certifications such as CSM, PMP, ITIL, AWS Certified Solutions Architect, Microsoft Certified Azure Solutions Expert, CISM, etc.
- Proven experience with GIT or equivalent source control.
- Evidence of proficiency in overall management, applications development, as well as budget and financial management.

9.0 WORKING CONDITIONS

- Normal Working Conditions as per the regulations and Policies of the organisation and the Public Services Commission.

MODE OF APPLICATION

Interested and qualified applicants should submit their CV, copies of certificates and application letter to **hr@kpmg.com.gh** with the **SUBJECT OF THE EMAIL** indicating the position being applied for not later than **4th JANUARY 2024**. *NB: Only short-listed applicants will be contacted.*