



Director, Technology and Organisation & Methods



Director, Technology and Organisation & Methods^{1/3}

Job Position	Director, Technology Services and Organisation & Methods	
Reports To	Vice-President Finance and Corporate Services	Department: Technology and Organisation & Methods (O&M)
Supervises	<ul style="list-style-type: none"> ▪ Head, Technology Services ▪ Head, Organisation and Methods 	
Role Summary	<p>The Director of Technology and O&M department is responsible for leading and strategically managing the Technology Services and the O&M functions of the Bank. This role ensures the effective use of technology, optimises organisational processes, fosters innovation, and drives continuous improvement.</p>	
Key Responsibilities	<ul style="list-style-type: none"> • Develop a clear vision for the Technology and O&M department that aligns with the Bank's strategic goals. • Collaborate with senior management to define technology roadmaps and prioritise initiatives. • Develop and oversee the implementation of Technology and O&M strategies aligned with the Bank's overall business objectives. • Monitor industry trends, evaluate emerging technologies, and recommend innovations to drive the organisation's digital transformation. • Foster a culture of innovation and continuous improvement within the department. • Provide leadership and strategic direction for the department. • Prepare and manage the department's budget, ensuring cost-effectiveness and efficient resource allocation. • Ensure the availability and reliability of technology resources and optimise technology investments. • Develop and implement a comprehensive IT governance framework including policies, procedures, and standards to ensure compliance, data integrity, and security. • Lead disaster recovery and business continuity planning efforts. • Define the business process architecture in collaboration with senior management. • Encourage the adoption of organisational methods and best practices (such as Lean, Six Sigma, and Agile) to drive continuous improvement and efficiency. • Develop and implement a framework for process optimisation. • Provide guidance, methodologies, and tools to improve project execution and ensure successful project delivery. 	

Director, Technology and Organisation & Methods^{2/3}

Key Responsibilities cont'd	<ul style="list-style-type: none">• Oversee the development and implementation of an IT security framework that includes policies, controls, incident response procedures, and regular risk assessments.• Ensure compliance with data security and privacy regulations.• Provide expert advice and guidance to senior management on technology-related issues, strategic decisions, and potential risks.• Encourage collaboration between the Technology and O&M department and other business units to ensure alignment and efficiency.• Oversee the recruitment, training, and development of staff within the department, promoting a culture of excellence and professionalism.• Manage vendor relationships.• Provide advice on the selection, implementation, and maintenance of IT systems, solutions, and infrastructure.• Ensure the security, reliability, and scalability of technology systems and networks.	
Skills & Competency Requirements	<ul style="list-style-type: none">• IT service management• IT systems and infrastructure management• IT governance, risk management, and compliance• Cybersecurity principles and best practices• Business continuity and disaster recovery planning• Emerging technologies and IT industry trends• Organisational methods and process optimisation	<ul style="list-style-type: none">• Budgeting, financial management, and cost control• Supplier management and contract negotiation• Risk assessment and mitigation• Strategic thinking and decision-making• Leadership and team management• Project management and execution

Director, Technology and Organisation & Methods^{3/3}

Skills & Competency Requirements cont'd	<ul style="list-style-type: none">• Process analysis and continuous improvement• Communication and presentation skills• Stakeholder management and relationship building• Analytical thinking and problem-solving	
Educational & Professional Qualification	<ul style="list-style-type: none">• Bachelor's degree in Computer Science, Information Systems, or a related field; a graduate degree is preferred.• At least 15 years of experience in IT management, with a minimum of 5 years in leadership roles.• Proven experience in organisational process optimisation and change management.• Strong knowledge of project management methodologies and best practices.• Expertise in IT governance frameworks and industry standards.• Experience leading and managing complex IT projects and initiatives, particularly in emerging technologies.	
Key Contacts	Internal <ul style="list-style-type: none">▪ Executive Directors▪ Division Heads and Team Members▪ All Departments of the organisation	External <ul style="list-style-type: none">▪ Industry Associations and Forums▪ Technology Vendors▪ IT Consultants and Service Providers