

## **JOB DESCRIPTION**

**Position Title:** Chief Digital Technology Officer

**Position Supervisor Title:** Chief Executive Officer

### **Purpose of position:**

To provide corporate leadership, vision and direction in the development and implementation of LEA's digital transformation and knowledge management strategies. The position will provide strategic guidance on internal digital technology and information and knowledge management and drive the mandate of delivering digital technology solutions for SMMEs and map the digital capabilities to strategic priorities. The incumbent will lead the management of all digital, information and knowledge management related projects as well as ensure availability, accessibility, relevance and quality of information and knowledge depositories to effectively support LEA's operations and its efforts towards SMME development.

## **PRINCIPAL ACCOUNTABILITIES**

### **Strategies and Policies**

- Contribute towards the formulation and development of the LEA corporate strategy.
- Lead in the formulation of an ICT Strategy, enterprise architecture and business system plans; assessing cost and feasibility and ensuring the plan is aligned with and supports the strategic goals of the Authority.
- Effectively participate in the development of policies and strategies which will provide innovative information technology and business solutions to enable the organisation to drive and deliver its mandate developing sustainable SMMEs.
- Provide overall policy advice and direction for the design, development and operation of LEA's ICT systems and processes which will optimise the utilisation of information technology at an operational level and facilitate the efficient delivery of LEA services.

### **Digital and Technology**

- Leads the strategy development and execution for enterprise-wide technology transformation efforts including Digital Transformation, Agile Transformation, Modern Architecture Transformation and Cloud Transformation, aligning with business priorities.
- Provides guidance on issues of IT Governance and architecture consisting of structures, and processes that ensure that LEA's IT sustains and extends the LEA's strategies and objectives.
- Develops the Digital and Technology strategies to provide direction, facilitate planning and foster an integrated approach to digitization within the organization as well as driving the planning and execution of projects/initiatives that are aligned with the strategic intent of LEA.
- Transform the LEA IT from hard Information Technology to business and commercial IT by developing solutions that target the market and SMME needs.
- Delivers on LEA's mandate to provide digital technology solutions for SMMEs to ensure that SMMEs are capacitated to leverage on digital technology for business success.
- Mapping of digital capabilities to strategic priorities and serve as the executive sponsor for digital process innovation. Enlists the involvement from other executives, re-establishing priorities, acting as a coach, or serving as tiebreaker during the rollout of digital capabilities for LEA.

- Provides strategic leadership in all aspects of technology operations including architecture, infrastructure, applications, client innovation support, network and telecommunications. Publishes meaningful SLA/OLAs and reports compliance to those metrics.
- Serves as strategic technology consultant to the enterprise, identifying trends in technology and interpreting their meaning.
- Develops and administers the digital project portfolio to ensure centralized monitoring of digital initiatives.
- Measures new efficiencies and ROI when replacing manual processes with technology and innovation.
- Directs and manages all activities related to the acquisition process for all information systems hardware, software, services and related resources and negotiates with outside vendors to optimize procurement of cost-effective acquisitions.
- Reviews technology choices and makes recommendations for the most appropriate technologies to meet LEA' needs for data processing and management and communications which will provide value for money secure ICT solutions.
- Reviews ICT needs and makes recommendations for delivery strategies including out-sourcing.
- Works closely with internal customers, colleagues and other stakeholders to identify and maximize opportunities to use technology to improve business processes, promote the strategic use of information technology, and optimal use technology within LEA.
- Interprets trends in the ICT field, monitors and evaluates changes in technology, in order to keep abreast of developments, ensure global competitiveness in the field of expertise and maintain standards.
- Formulating, compiling and managing the section's budget to ensure availability and development of resources to meet continually changing needs.

### **Information and Knowledge Management**

- To provide strategic leadership on the development and continuous enhancement of Authority programmes and initiatives through the provision of detailed research material and 'best practice' assessment tools. In addition, identify business/industry opportunities for SMMEs supported by abreast and documented research.
- Provide strategic oversight for information repositories throughout the Authority ensuring availability, accessibility, relevance and quality of information.
- Lead the development of policies, strategies and plans, and the overall management through validated research initiatives.
- Lead the collection, analysis and maintenance of information on SMME contribution to GDP, employment, export/import substitution and value addition or wealth creation by SMMEs.
- Identify available sector opportunities and come up with exploitation strategies and plans.
- Provide strategic guidance on data analytics and market or business intelligence.
- Develop policy reviews and strategic development scenarios for consideration by executive management and the Board to enhance the capability of LEA to deliver quality, relevant SMME programmes.
- Develop research capabilities to promote the LEA as a center of excellence in the area of SMME research programmes.
- Initiate, coordinate and manage a programme of research based on policy reviews, and development of policies and strategic plans to guide the activities LEA in the design, implementation and management of SMME research programmes and the adoption of best practice in the use of assessment tools.

## **Education and Experience**

- Post Graduate Degree in Information Technology, Information Systems or any IT related field.
- At least ten (10) years' experience. Seven (7) of which should be at senior managerial level responsible for information technology, digital transformation, knowledge management in a fast-paced digital environment.
- Experience in leading Digital, Agile, Cloud and Architectural transformations are especially relevant.
- Demonstrated success in the development of consumer facing digital solutions, including self-service capabilities in an omni-channel experience.

## **Competencies**

- Strategic Thinking Orientation, Visioning and Strategic Direction
- Self-Driven
- Quality/Results Orientation
- Transformational Leadership
- Self-Management and Self Awareness
- Decisiveness and Assertiveness
- Partnering
- Integrity
- Entrepreneurship and Customer service orientation