

Job Description

Post Code	Title of the post	Number of Post
HM-1-1D12	Director (Information and Communication Technology)	1

Job Description

Title of Post	:	Director (Information and Communication Technology)
Code	:	HM11-D12
Category	:	Senior Manager
Level	:	OS-3
Salary Scale	:	HM 1-1
Reporting to	:	Head of Division
Status of the Post	:	Permanent
Exercise of powers	:	As specified in the Delegation of Authority issued by the DGCA

Main Job Purpose:

To provide in close liaison with the Head of Division, a modern Information and Communication Technology service that supports CAA with a high performing, productive, efficient, flexible and result oriented Information and Communication Technology atmosphere that make CAA capable of accomplishing its mission and providing sound and pleasing office ambience for both employees and customers.

General Information:

This position requires fulltime work during office hours in week days in office environment and also work beyond the normal working hours in both weekdays and weekends and public holidays as and when necessary. The Director may be required to undertake visits locally or abroad at short notice on missions of the CAASL. The Director shall invariably attend to the training events offered by the organization and achieve the required competency standards being determined by the DGCA and CEO.

Nature and Scope of Duties:

Duties and functions assigned to the post include but not limited to following;

In close coordination with the Head of Division, discharging the following duties, functions and responsibilities;

1. Oversee all technology operations (e.g. network security) and evaluate them according to established goals and also responsible for developing and establishing IT policies and systems to support the implementation of strategies and goals of CAA.
2. Analyze the business requirements of all departments to determine their technology needs and purchase efficient and cost effective technological equipment and software
3. Inspect the use of technological equipment and software to ensure functionality and efficiency and identify the need for upgrades, configurations or new systems and report to upper management;

4. Organizing all administrative, operational and maintenance duties and functions involved, for the efficient conduct of duties and functions of the IT Section of the CAASL. This includes but not limited to making effective arrangement to discharge all such management functions of the section as determination of the logistics for the Section, attending to day to day duties and functions, planning, designing, implementation of the annual work plans, programmes and budgeting, data collection, storage, processing, retrieval, disseminations and report writing etc.;
5. Determination of manpower requirements in an ongoing basis for the effective discharge of the Section and make recommendations for suitable adjustments in the cadre to be able to discharge the functions of the Section effectively;
6. Identifying the initial and recurrent training requirements of the personnel engaged in various tasks assigned to the ITC Section and liaising with the relevant sections of the CAASL for their consistent implementation. This includes but not limited to updating the applicable sections in the CAASL Master Training Plan, Development of Annual Training Plans and Annual Training Programmes, conduct of necessary in-house or outdoor training, workshops, seminars etc. for the enhancement of knowledge and awareness of the relevant CAASL staff and industry partners, as and when required; It is the duty of the incumbent to develop a succession plan for all posts in the section and give effect to it consistently;
7. Developing, adopting and promulgating necessary guidance material for the efficient discharge of duties and functions of the Section and review and update the existing material in an ongoing basis. This includes the updating of the applicable portions of the CAA citizen's charter, office manual, official website and sectional library;
8. Implementation of effective enforcement action on identified cases, as and when required; and,
9. Advice the DGCA on Information and Communication Technology matters as and when required and on the improvement/developments needed for effective functioning of the CAASL.
10. Monitoring constantly the new and emergency challenges to Information and Communication Technology and take necessary measures to face such challenges
11. Ensuring SLAs are met in a timely fashion, monitoring metrics and follow-ups in the business needs.
12. To make sure the Department goals are in line with organizational goals to bridge the gap between business and the technology.
13. Provide top level directional support on virtualization platforms and related technologies.
14. Focusing on uptime, speed, cyber threats, security, risk management and disaster recovery.
15. Accountability of the system audits and all governance protocols are met.
16. Make sure that CAASL function with required IT related security and also inline with government IT policies all the time.
17. Advice on system integration as required and implement such in the organization.

18. Take all necessary precautionary step in protecting data used by CAASL employees through the devices officially issued to them.

19. Monitor the email system. Intranet in CAASL for effective implementation

20. Maintain the website of CAASL effectively with required updates and upgrading

Head of Division may further elaborate and issue in writing the nature and scope of the work to be done by the incumbent within the frame work of this Job Description.

The incumbent is bound to perform any other official duty as may be assigned by the superiors and/or the Chief Executive Officer from time to time.

Director General of Civil Aviation And Chief Executive Officer