

NOTES

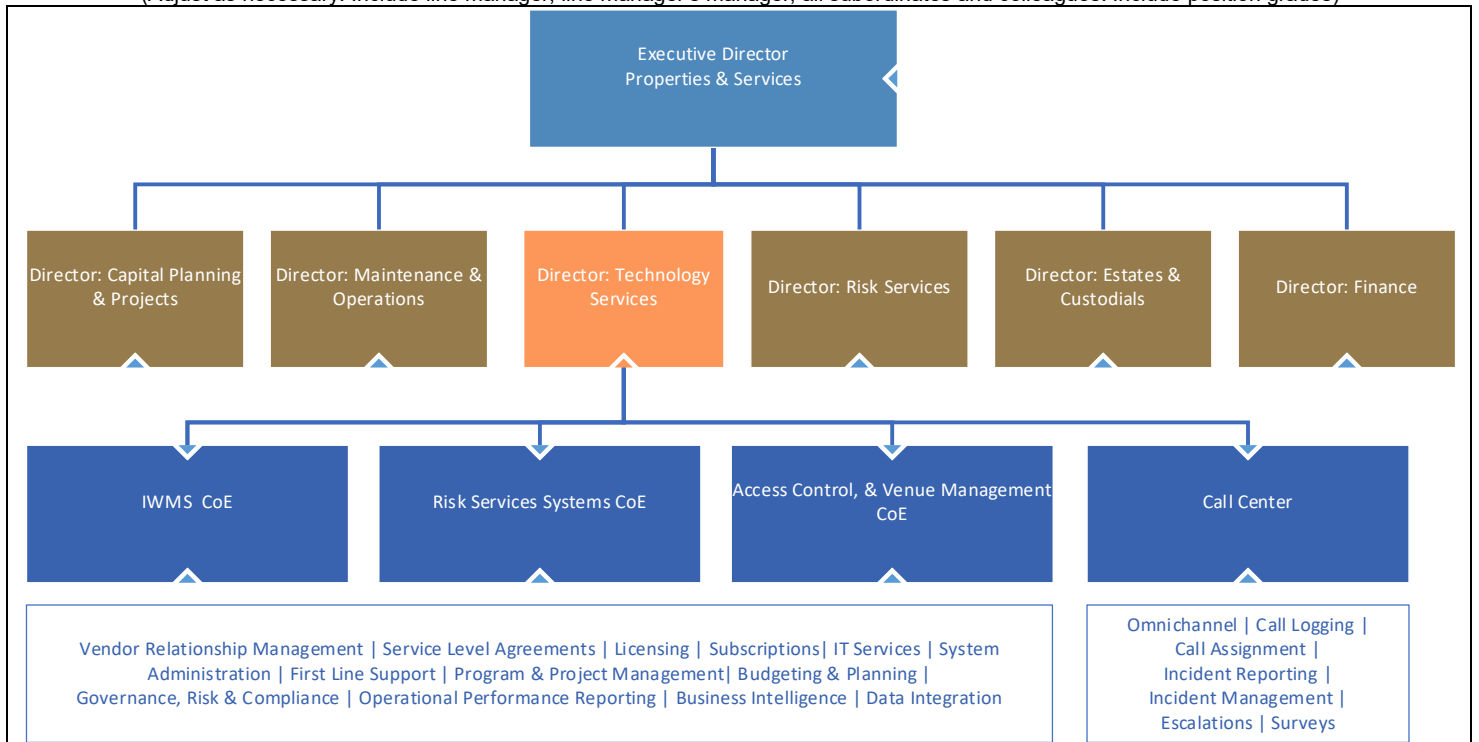
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Director		
Job title (HR Practitioner to provide)			
Position grade (if known)	PC13 pg 5	Date last graded (if known)	2019
Academic faculty / PASS department	PASS		
Academic department / PASS unit	Properties & Services		
Division / section	Technology Services		
Date of compilation	March 2022 (reviewed)		

ORGANOGRAM

(Adjust as necessary. Include line manager, line manager's manager, all subordinates and colleagues. Include position grades)



PURPOSE

The main purpose of position of the Technology Services Director is to lead the P&S Technology Services division as part of a University Wide Function that ultimately informs the Real Estate Technology aspect in shaping the UCT ICTS Strategy . He/She is responsible for managing all technology, information and Life and Safety systems supporting the respective divisions within the P&S department and its national and international footprint by making use of both on premise infrastructure as well as hosted services. He/She is a member of the P&S Exco, UICTC (*University Information and Communication Technology Committee*), UCCC (*University Computing Coordinating Committee*), UCT Data Governance and will lead and manage the department's operational and strategic technology initiatives and align technology strategies with institutional strategies through strategic planning and integration of the technology architecture across multiple platforms, systems and departments. He/She analyzes and documents high-level technology requirements of the P&S department; plans and conducts risk assessment activities to define technology risks faced by the department; researches and introduces best-of-breed practices and methodologies, and manages the identification and procurement of new technologies, implementation, training and support to end users , including the optimization of management information systems that drive departmental effectiveness and efficiency.

The list below represents some of the key technologies currently in use within P&S or by other departments at UCT –

Archibus – Integrated Workplace Management System (Full Suite of Services)
Autodesk – Autocad and Revit
CiMMS – Physical Security, Occupational health and Safety and Traffic Management
* SAP PM – Maintenance Management and Plant Maintenance
* SAP Finance – Finance
* SAP HR – Human Resources
* Scientia – Time-tabling and Venue Allocations
*Business Objects – Reporting
* Peoplesoft – Student Administration
Project Portfolio Office - Project Data Management
Impro – Access Management
Avigilon Video Surveillance
Vehicle Tracking systems

* technologies used by other departments within UCT

CONTENT				
Key performance areas	% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)	
1	Strategy Alignment/ development and implementation.	10%	<p>(i) Develop and implement a rolling 5-Year Technology Strategy mapped to the goals of the P&S department as well as the broader vision of UCT while supporting the UCT technology landscape, with the capacity to sustain high levels of productivity, quality and costs.</p> <p>(ii) Conceptualise and develop the technology architecture that enables a data-driven organization, using a path to expanding the functionality and use of systems and processes that serve to quantifiably improve on the standards and quality of services delivered by the P&S organization and leading to a more sophisticated campus experience.</p> <p>(iii) Designing and customizing technological systems and platforms to improve customer experience, customers defined as the entire UCT community constituting faculties, departments, staff, students, visitors and external stakeholders.</p> <p>(iv) Research, interpret, evaluate and present immediate, short and medium term strategy and plans that defines the best practice processes and outlines implementation methods required to enable capacity building and standardization of equipment, devices and applications.</p>	<p>(i) 3-5 year IT strategy approved with annual operational plans in place to achieve the strategy.</p> <p>(ii) Formulation of technology strategies done in conjunction with divisional heads, departments and executives, and industry thought leaders</p> <p>(iii) Functional and operational Data Warehouse providing Business Intelligence, covering current and historical information across all of the divisions and functions for which the P&S Department is responsible.</p>
2	Technology & Information Services Management	50%	<p>(i) Planning, implementing, managing and supporting the technology and information systems operation across the P&S department through the creation of centres of excellence that provide first line of support to the user community.</p> <p>(ii) Delivering Innovative technology solutions that will lead to an improved campus experience with regard to the digital interaction with facilities and services the university provides. This includes:</p> <ul style="list-style-type: none"> • Occupational Health and Safety (Life and safety systems) • Maintenance planning and work management 	<p>(i) High availability and performance of systems ensuring that all systems necessary to support its core operations and objectives and service level agreements are in place and operational to support the needs of all the divisions.</p> <p>(ii) Use of in depth knowledge of relevant Proptech solutions available and their corresponding value add they will bring to the UCT community as a whole. Ensures that global best practice being followed in all P&S systems and that it is correctly applied to faculties affected.</p>

			<ul style="list-style-type: none"> • Security and risk (Physical security services) • Transport Services • Estates and Custodial Services • Environmental and Sustainability Services • Capital Planning and Design systems • Capital Programmes (Building Programmes) • Systemized venue allocation/capacity planning according to University timetable • UCT finance 	<p>(iii) Strict program and project disciplines applied in the delivery of services to the user base.</p> <p>(iv) Sustainable and fully functional call centre and self help facilities in place to support users for systems and applications implemented.</p> <p>(v) Improved customer experience (positive user feedback, optimal system function, cost and time efficiency)</p>
			<p>(iii) Implement and standardise on the use of performance measurement tools to identify and measure end-user perception, continuous improvement initiatives, best practices and capacity & capability to manage the diverse business population, complex environment and changing technological applications and requirements.</p> <p>(iv) Drive continuous measurable improvement programs across the systems-processes-functions eco-system, that specifically leverages data as the primary driver for performance improvements.</p> <p>(v) Implements systems, strategies, policies and procedures for the operation of the Call Centres and Self Help facilities, interfaces and integration to core systems, and to all UCT channels including Social Media, Web channels, Mobile and customer-facing services.</p> <p>(vi) Identify the core workflows and processes across all divisions and ensure this is mapped to systems functionality and integrated with core UCT systems covering Finance, HR and operational systems.</p>	
3	Vendor Relationship Management, Sourcing and external Influence	10%	<p>(i) Develop programs that enables the expansion of the functionality offered by existing technologies and information systems platforms.</p> <p>(ii) Work collaboratively with industry and global education institutions in the research, selection and implementation of technologies that delivers proven results.</p>	<p>(i) Vendors and Service Providers are well managed and SLAs are in place.</p> <p>(ii) Ensure that UCT is making use of the latest relevant core systems such as Integrated Workspace Management (IWMS) Building information Modelling (BIM), Building</p>

			<p>(iii) Manage the relationship with appointed technology vendors and service providers, including conducting quarterly reviews with large scale systems and services providers to ensure quality of services and cost/benefits are realized and licensing of software and service levels maintained according to the needs of the organisation and its user community.</p> <p>(iv) Oversee the origination and issuing of RFPs for technology procurement for the P&S department, assessment of technologies and proposals and recommendations on the selection and terms of reference, including pricing and contractual terms with appointed technology vendors.</p>	<p>Management Systems(BMS) and Security Systems</p> <p>(iii) Is recognised externally as being a thought leader in the industry in relation to the real estate technology UCT has selected to manage its property portfolio</p> <p>(iv) Execution in accordance with UCT Finance policies and processes.</p>
4	Internal Stakeholder and Change management		<p>(i) The introduction and execution of technology focussed change management practices or training programmes that serves to improve and enhance the widespread use of campus related systems across the University and the interface with the community it serves. This will encompass Faculties, PASS staff and students.</p>	<p>(i) Increased competence levels of the user community in its use of technologies and information systems interfaces, in the delivery of quality service levels to the UCT community.</p>
5	UCT Policy influence, IT Governance, Risk and Compliance	10%	<p>(i) Through Technology Services systems selected, drive the systemised rollout of policies and standard operating procedures across the university for end user engagement with facilities management and life and safety systems</p> <p>(ii) Establish IT Governance Risk and Compliance standards and policies for the P&S department that embodies the policies of UCT and specifically ICTS where it concerns the use of technology and information systems, privacy and access.</p> <p>(iii) Measures in place to counter and to monitor infringements of GRC policies, maintaining a Risk Register for the technology services division and in particular for all deployed technologies and information systems, ensuring compliance with all use and privacy policies.</p>	<p>(i) Documentation and distribution of policies within systems are accessible based on extensive consultation with respective departments both within P&S and wider UCT faculties engaging with P&S for campus services.</p> <p>(ii) Perform an annual review of standards and policies whilst maintaining the standard operating procedures for the use of technologies within the P&S organization and interfacing departments, faculties, staff and vendors. Make adjustments or improvements based on feedback.</p> <p>(iii) Monthly Exco Reporting on all Technology and Information Systems risks and mitigation measures.</p>

6	Resource and Operations Management: People Finances, Processes	20%	<ul style="list-style-type: none"> (i) Budgeting and planning of technology and information systems needs of the P&S department. (ii) Operational plan supporting the technology and information systems needs of the P&S department. (iv) Annual KPI plan for the for each of the staff members employed within the the P&S Technology Services division within the context of a People, Process, Systems framework. Formulates the key performance indicators that is supportive of the broad Information Technology and functional end-user computing strategies and populates the outcomes into tangible measures that serve to indicate the level of efficiency and effectiveness of operating procedures, decisions and actions and/ or any deviations from standards. (v) Identifies the criterion for benchmarking and analyses, evaluates and develops or reviews the service delivery approach, processes and practices to support customer satisfaction, focused interventions that are relevant to the problem area, outsourcing, training and improved cost performance productivity. 	<ul style="list-style-type: none"> (i) Balanced budgets aligned to the technology strategy and operational plan of each of the divisions within the P&S department. (ii) Targets continuous improvement opportunities and directs initiatives towards achieving optimum user productivity, cost effective operations and quality relationships with the user community. (iii) Monthly Operational Reports reflecting the status and measure of performance according to the indicators that are defined, providing targeted and measurable incremental steps in progress. (iv) Ensuring a team culture of continous improvement by providing inspirational leadership to the section and drive innovation and delivery of service
---	--	-----	--	---

MINIMUM REQUIREMENTS

Minimum qualifications	A relevant NQF7 degree in either Information Systems, Computer Science or related field.			
Minimum experience (type and years)	10 years of experience in a senior or executive leadership role within a technology organization or department - <ul style="list-style-type: none"> - Implementing and managing enterprise applications, business intelligence and reporting systems, information management and data integration - Agile, Scrum, PMP/Prince2 or relevant project management methodologies - Systems development lifecycle, program and project management, IT Services and Operations Management, Quality Assurance & Testing, integration and change management - Staff recruitment and development - Strategic and business acumen - SLA Management and Sourcing 			
Skills	Skilled in the application of technology and information systems covering enterprise architecture, data integration, data analytics and reporting, enterprise and mobile applications - <ul style="list-style-type: none"> - Program and Project Management of technology and information systems projects - Business Analysis, Solutions Architecture, Functional and Technical specifications - Workflow and business process optimization. - Strategic management skills in the development and implementation of information system initiatives - Advance user of Microsoft products, specifically Excel, Word, Powerpoint, Project, PowerBI, Visio, Sharepoint - Business intelligence systems including Data warehousing, Integration, Dashboards and Analytics. - Real Estate Information Technologies, CAD, GIS, OHS, Project Management Excellent organizational skills <ul style="list-style-type: none"> - Time management skills - Analytical mind and strong problem-solving skills - Outstanding communication and interpersonal abilities - budgeting and business operations 			
Knowledge	Knowledgeable in – <ul style="list-style-type: none"> - IT systems and infrastructure, data integration and visualization particularly Real Estate, Facilities Management, Infrastructure and Services-based technologies to support a Real Estate, Infrastructure and diverse set of Services portfolio - Budgeting and Planning of Technology and Information Systems projects - Recruitment of resources with skills in technology and information systems - ICT Governance and policies - IoT, Industry 4.0 (roadmap to implementing strategies that scales the use of technology to a digital era) 			
Professional registration or license requirements	None			
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances'.)	None			
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Building Partnerships	3	Facilitating Change	4
	Individual Leadership	3	Information Management	4
	People management (including performance management and development)	3	Professional Knowledge and Skill	3
	Resource Management	4	Results focus	3

SCOPE OF RESPONSIBILITY

Functions responsible for	Technology and Information Systems
Amount and kind of supervision received	The incumbent will be supervised by and shall report to the Executive Director of P&S, and is expected to be supervised on deliverables reported through - <ul style="list-style-type: none"> - Weekly operational supervision - Monthly Exco reporting, feedback and supervision - Ad-hoc reporting and supervision

Amount and kind of supervision exercised	<ul style="list-style-type: none"> - Budgeting and Planning for all Technology and Information Systems requirements for the P&S department (Monthly reporting and Annual submission of plans) - Technology Strategy development and implementation for the P&S department. (incorporated within the planning cycles) - Systems & services delivery management for the P&S department (daily operational supervision and control) - Staff and organisation management within the P&S Technology Services division (deliverable-based operational performance monitoring and supervision) - Vendor management and procurement of all technology and information systems requirements for the P&S department. (ongoing with cyclical service level assessments and action plans) - IT Governance and standards conformance of all systems and users across the P&S department. (annual reporting with monthly exco feedback) - Risk Management relating to all technologies and information systems deployed or used by the P&S department. (monthly review and annual reporting)
Decisions which can be made	<ul style="list-style-type: none"> - Decisions relating to the operational management and delivery of technology services, covering the execution of technology projects, quality assurance and testing, change management and training - Service Level Agreements with technology service providers - Proof of Concepts and developing use cases for Technology acquisitions - Identifying and selecting staff for the P&S Technology services division - Managing KPIs of staff within the Technology Services division
Decisions which must be referred	<ul style="list-style-type: none"> - Annual Budgets, Strategy and plans for the Technology Services division - Operational expenditure requirements of the Technology Services division - Procurement decisions for the Technology Services division - Disciplinary measures and matters relating to HR and Personnel Administration

CONTACTS AND RELATIONSHIPS

Internal to UCT	ICTS, Finance, HR, Registrar, IPD, OIC, CMD, Office of the VC, Faculties, and all UCT departments that interface to Properties and Services
External to UCT	Technology vendors and service providers, peers globally across the education sector including technology departments of other university institutions, industry thought leaders in REIT, CAFM, CAD, BIM and manufacturers of cameras, sensors and devices.