



## THE EASTERN REGIONAL HEALTH AUTHORITY

### POSITION DESCRIPTION

<b>1. JOB TITLE</b> MANAGER-INFORMATION AND COMMUNICATION TECHNOLOGY	<b>2. DIVISION</b> HEAD OFFICE	<b>3. DEPARTMENT</b> INFORMATION AND COMMUNICATION TECHNOLOGY
<b>4. ORGANISATIONAL RELATIONSHIP</b> The Manager-Information and Communication Technology will report to the General Manager-Operations.		<b>5. NATURE &amp; SCOPE</b> The Manager-Information and Communication Technology is responsible for the effective development, management and maintenance of the information resources of the Authority.
<b>6. SPECIFIC ACCOUNTABILITIES</b> The Manager- Information and Communication Technology: <ul style="list-style-type: none"> <li>❑ Provides strategic leadership for the development and implementation of ICT policies, standards and procedures governing information systems, telecommunications and digital services. Maintains the linkage and interface between the ERHA programmes and National Policies and initiatives.</li> <li>❑ Develops and monitors strategic information systems planning for the Authority both in terms of short- and long-term range goals and associated resource commitments.</li> <li>❑ Directs the introduction, development and use of information and associated technologies in all activity areas so as to maximize their positive impact on the Authority.</li> <li>❑ Develops and submits for approval performance review objectives.</li> <li>❑ Ensures that policies and procedures introduced at the Authority take account of the impact of information technology both at the operational and at the personal level, and those systems are put in place for managing these impacts.</li> <li>❑ Directs the functioning, growth and development of tele-communications services within the agreed strategic plan to ensure a reliable and continuous support for the Authority and information operations.</li> <li>❑ Provides oversight support for information management practices to ensure that data standards and reporting requirements are maintained across all service areas within the Authority. Directs the design and standardization of information capture, reporting tools and digital workflows to support efficient business processes across departments in the Authority. Develops the departmental budget and monitor adherence to approved budget.</li> <li>❑ Leads in the development, training and performance management of the ICT staff for continuous improvement. Facilitates the performance management process for all subordinate staff.</li> <li>❑ Performs any other duties as approved by the appropriate Authority.</li> </ul>		
<b>7. KEY KNOWLEDGE, SKILLS AND ABILITIES</b> <ul style="list-style-type: none"> <li>❑ Sound knowledge of the Institutional and Operational Framework in which the Authority operates.</li> <li>❑ Strong leadership and teamwork skills.</li> <li>❑ Critical thinking and problem-solving skills.</li> <li>❑ Strong Information Technology technical skills.</li> <li>❑ Strong interpersonal and communication skills, both oral and written.</li> <li>❑ Ability to handle multiple projects simultaneously and deal with wide variety of personalities.</li> <li>❑ Sound comprehensive analytical and calculative ability.</li> </ul>		
<b>8. MINIMUM TRAINING AND EXPERIENCE</b> <ul style="list-style-type: none"> <li>❑ A Bachelor's Degree in Information Technology/Computer Science/Information Systems/Computer Engineering or related field.</li> <li>❑ A minimum 8 years' experience in ICT, with at least 5 years in a supervisory or management role.</li> <li>❑ Experience in the health sector would be an asset.</li> <li>❑ Any equivalent combination of training and qualifications.</li> </ul>		

## 9. SUPERVISORY RESPONSIBILITIES

- ❑ All ICT Staff
- ❑ Junior Administrative Assistant

## 10. COMMUNICATION AND WORKING RELATIONSHIP

### ***Internal:***

- ❑ Chief Executive Officer
- ❑ General Manager-Finances
- ❑ General Manager-Human Resources
- ❑ All Heads of Department/Line Managers
- ❑ Staff of the Information and Communication Technology Department

### ***External:***

- ❑ Ministry of Health
- ❑ Other Regional Health Authorities
- ❑ Service Providers e.g. TSTT, Flow.
- ❑ Contractors/Suppliers