Central International University(CIU)
(Formerly, Central Hamburg University-CHU)

Duties & Responsibilities

The Head Of Department(HOD)
Information & Communications Technology(ICT)
Central International University(CIU)

Region Of Operation
Zambia and Africa

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Duties & Responsibilities

The HOD of ICT shall be confined to functions as shortlisted below. Therefore, all the staff are hereby informed by these functions.

(A) A General Brief Definition of the Head of Information & Communications Technology (ICT) of a University:

The Head of Information & Communications Technology (ICT) in a university is a senior administrative position responsible for overseeing the management, implementation, and strategic direction of all information technology and communication systems within the institution. They lead the ICT department and work closely with academic and administrative units to ensure the effective and secure use of technology to support teaching, learning, research, and administrative functions of the university.

(B) Duties and Responsibilities of the Head of Information & Communications Technology (ICT) at CIU:

1. Strategic Planning: Develop and implement the ICT strategic plan aligned with the university's overall strategic goals, taking into account emerging technologies and best practices in higher education.

2. Technology Infrastructure Management: Oversee the design, implementation, and maintenance of the university's technology infrastructure, including networks, servers, databases, and data centers, to ensure high availability and reliability.

3. Information Security: Develop and implement robust information security policies, procedures, and protocols to protect the university's data, systems, and networks from unauthorized access, cyber threats, and data breaches.

4. IT Service Management: Establish and manage IT service delivery processes, ensuring efficient and responsive support for faculty, staff, and students. This includes managing help desks, service level agreements, and incident management systems.

5. Budget and Resource Management: Develop and manage the ICT department's budget, ensuring the optimal utilization of resources and alignment with the university's financial objectives.

6. Technology Governance: Develop and enforce technology governance policies, standards, and guidelines to ensure consistent and effective use of technology across the university.

7. Collaboration with Stakeholders: Collaborate with academic and administrative units to understand their technology needs and provide guidance on implementing effective technology solutions to support their goals and objectives.

8. Project Management: Oversee the planning, execution, and evaluation of technology projects, ensuring they are delivered on time, within budget, and meet the specified requirements.

9. Vendor Management: Establish and maintain relationships with technology vendors and service providers, negotiate contracts, and ensure compliance with service level agreements.

10. Technology Training and Education: Develop and implement training programs to enhance the technology skills of faculty, staff, and students, ensuring they can effectively utilize technology tools and resources.

11. Data Management: Develop and implement data management strategies, ensuring the availability, integrity, and security of university data, and compliance with relevant data protection regulations.

12. Disaster Recovery and Business Continuity: Develop and implement disaster recovery and business continuity plans to ensure the uninterrupted operation of critical systems and services in the event of a disruptive incident.

13. Technology Policy Development: Develop and implement technology-related policies, such as acceptable use policies, data governance policies, and software licensing policies, to ensure compliance and responsible use of technology resources.

14. Research and Development: Stay abreast of emerging technologies and industry trends through research and engagement with technology communities, exploring opportunities to leverage new technologies for the advancement of the university's mission.

15. Digital Transformation: Lead the university's digital transformation initiatives, identifying opportunities for process automation, digitization of services, and the adoption of innovative technologies to enhance the university's operations and student experience.

16. Data Privacy and Protection: Ensure compliance with data privacy regulations, such as the General Data Protection Regulation (GDPR), and establish mechanisms to safeguard personal data and protect privacy rights.

17. Technology Evaluation and Recommendations: Evaluate and assess emerging technologies, software applications, and hardware solutions, making recommendations for their adoption or integration into the university's technology ecosystem.

18. Technology Training and Support: Provide guidance, training, and technical support to faculty, staff, and students on the use of technology tools, software applications, and systems.

19. Technology Standards and Best Practices: Establish and promote technology standards and best practices across the university, ensuring compatibility, interoperability, and efficient technology usage.

20. Collaboration with External Partners: Collaborate with external organizations, industry partners, and technology consortia to explore collaborative opportunities, share best practices, and stay informed about advancements in technology.

(C) Execution of Duties & Responsibilities:

The execution of duties and responsibilities involve:

1. Strategic Planning:
   The Head of ICT develops and implements a strategic plan that outlines the goals, objectives, and initiatives of the ICT department in alignment with the university's overall strategic plan. This involves conducting research, identifying emerging technologies, and assessing the current technology landscape to determine the most effective strategies for supporting the university's mission.

2. Technology Infrastructure Management:
   The Head of ICT oversees the management of the university's technology infrastructure. They ensure the design, implementation, and maintenance of robust and scalable networks, servers, databases, and other technological resources necessary to support the academic, research, and administrative functions of the university. This includes collaborating with network administrators, systems administrators, and database administrators to ensure optimal performance, security, and reliability of the infrastructure.

3. Information Security:
   The Head of ICT is responsible for developing and implementing comprehensive information security policies, procedures, and protocols to protect the university's data, systems, and networks. They assess potential risks and vulnerabilities, establish security controls, and ensure compliance with relevant regulations and industry best practices. The Head of ICT also oversees security awareness and training programs to educate faculty, staff, and students on information security best practices.

4. IT Service Management:
   The Head of ICT establishes and manages IT service delivery processes to provide effective and timely support to faculty, staff, and students. This includes managing help desks, service request systems, and incident management processes to ensure that technology-related issues and requests are addressed promptly and efficiently. The Head of ICT also collaborates with IT staff to continuously improve service delivery, monitor service levels, and implement customer satisfaction measures.

5. Budget and Resource Management:
   The Head of ICT is responsible for developing and managing the ICT department's budget. They collaborate with university administration to allocate financial resources for technology initiatives, equipment purchases, software licenses, and staff development. The Head of ICT ensures that resources are allocated effectively and in alignment with the university's strategic priorities. They also monitor and control expenses, seek cost-saving opportunities, and justify budgetary needs to stakeholders.

6. Technology Governance:
   The Head of ICT establishes technology governance policies, standards, and guidelines to ensure the consistent and effective use of technology across the university. They collaborate with other university stakeholders, such as faculty, administrators, and legal and compliance officers, to ensure compliance with relevant laws, regulations, and ethical standards. The Head of ICT also provides guidance on technology-related decision-making, technology procurement, and vendor management.

7. Collaboration with Stakeholders:
   The Head of ICT works closely with academic and administrative units to understand their technology needs and provide guidance on implementing effective technology solutions. They collaborate with faculty members to integrate technology into teaching and learning processes, facilitate research collaborations, and support innovation in pedagogy. The Head of ICT also collaborates with administrative departments to streamline processes, improve efficiency, and enhance service delivery through technology.

8. Project Management:
    The Head of ICT oversees the planning, execution, and evaluation of technology projects within the university. This includes defining project scopes, setting objectives, establishing timelines, allocating resources, and managing risks. They collaborate with project teams, including IT staff and stakeholders from various departments, to ensure successful project outcomes. The Head of ICT also monitors project progress, resolves issues, and communicates project updates to stakeholders.

9. Vendor Management:
    The Head of ICT establishes and maintains relationshipswith technology vendors and service providers. They identify and engage with vendors who can provide technology solutions, software applications, and services that meet the university's needs. The Head of ICT negotiates contracts, reviews service level agreements, and monitors vendor performance to ensure compliance with agreed-upon terms. They also collaborate with vendors to stay updated on emerging technologies, explore partnership opportunities, and leverage vendor expertise to support the university's technology initiatives.

10. Technology Training and Education:
    The Head of ICT develops and implements training programs to enhance the technology skills of faculty, staff, and students. They collaborate with instructional designers and trainers to design and deliver technology training sessions, workshops, and online resources. The Head of ICT also promotes technology literacy and digital skills development among the university community, ensuring that individuals can effectively utilize technology tools and resources to support their academic and administrative activities.

11. Data Management:
    The Head of ICT develops and implements data management strategies to ensure the availability, integrity, and security of university data. They collaborate with data administrators and IT staff to establish data governance frameworks, data backup and recovery procedures, and data access controls. The Head of ICT also ensures compliance with data protection regulations, such as data privacy laws, and promotes responsible data management practices across the university.

12. Disaster Recovery and Business Continuity:
    The Head of ICT develops and implements disaster recovery and business continuity plans to ensure the uninterrupted operation of critical systems and services in the event of a disruptive incident. They collaborate with IT staff and stakeholders from various departments to identify critical systems, establish backup and recovery mechanisms, and conduct regular tests and drills to validate the effectiveness of the plans. The Head of ICT also ensures that the university is prepared to respond to emergencies and quickly recover from any technology-related disruptions.

13. Technology Policy Development:
The Head of ICT develops and implements technology-related policies that govern the responsible and secure use of technology resources within the university. They collaborate with legal and compliance officers, faculty, and administrators to establish acceptable use policies, data governance policies, software licensing policies, and other relevant policies. The Head of ICT ensures that technology policies are communicated to the university community and regularly reviewed and updated to address emerging technology issues and changing regulatory requirements.

14. Research and Development:
The Head of ICT stays abreast of emerging technologies, researches industry trends, and explores innovative solutions that can benefit the university. They engage with technology communities, attend conferences and seminars, and participate in professional development activities to stay informed about advancements in technology. The Head of ICT also fosters a culture of research and development within the ICT department, encouraging staff members to explore and propose innovative technology solutions that can enhance the university's operations and academic activities.

15. Digital Transformation:
The Head of ICT leads the university's digital transformation initiatives by identifying opportunities for process automation, digitization of services, and the adoption of innovative technologies. They collaborate with academic and administrative units to assess current workflows, identify areas for improvement, and implement digital solutions that enhance efficiency, productivity, and user experience. The Head of ICT also evaluates emerging technologies, such as artificial intelligence, data analytics, and cloud computing, to determine their applicability and potential benefits to the university.

16. Data Privacy and Protection:
The Head of ICT ensures compliance with data privacy regulations, such as the General Data Protection Regulation (GDPR), and establishes mechanisms to safeguard personal data and protect privacy rights. They collaborate with legal and compliance officers to develop privacy policies, implement data protection measures, and ensure that data handling practices are in line with applicable laws and regulations. The Head of ICT also provides guidance on data privacy and protection to faculty, staff, and students, promoting a culture of responsible data management and privacy awareness.

17. Technology Evaluation and Recommendations:
The Head of ICT evaluates emerging technologies, software applications, and hardware solutions to assess their suitability and potential benefits for the university. They collaborate with IT staff, conduct pilot projects, and gather feedback from faculty, staff, and students to assess the usability and effectiveness of new technologies. The Head of ICT

provides recommendations and proposals for the adoption or integration of technologies that can improve the university's operations, enhance teaching and learning experiences, and support research endeavors.

18. Technology Training and Support:
The Head of ICT provides guidance, training, and technical support to faculty, staff, and students on the use of technology tools, software applications, and systems. They collaborate with IT support staff to ensure timely and effective resolution of technology-related issues and requests. The Head of ICT also promotes self-help resources, such as knowledge bases, FAQs, and online tutorials, to empower users to troubleshoot common technology problems and utilize technology resources effectively.

19. Technology Standards and Best Practices:
The Head of ICT establishes and promotes technology standards and best practices across the university. They collaborate with IT staff, academic units, and administrative departments to define technology standards, guidelines, and procedures that promote consistency, interoperability, and efficient technology usage. The Head of ICT also ensures that technology procurement processes adhere to the established standards and that acquired technology solutions align with the university's strategic objectives and technical requirements.

20. Collaboration with External Partners:
The Head of ICT collaborates with external organizations, industry partners, technology consortia, and professional associations to explore collaborative opportunities, share best practices, and stay informed about advancements in technology. They participate in conferences, forums, and networking events to establish relationships with peers in the industry, learn from their experiences, and leverage external expertise to support the university's technology initiatives. The Head of ICT also explores partnerships with external organizations to access specialized resources, research opportunities, and innovative technologies that can benefit the university's technology ecosystem.

Overall, the Head of Information & Communications Technology (ICT) plays a critical role in providing strategic leadership, ensuring effective technology operations, promoting information security, and supporting the university's mission through the strategic use of technology. They collaborate with stakeholders, develop policies and guidelines, manage resources, and drive innovation to create a technology-enabled environment that enhances teaching, learning, research, and administrative functions across the university.