



POSITION DESCRIPTION

Position Title: Head of Information Technology	
Organizational Unit: Operations	Department: Container & Multipurpose Terminal
Reports to: Chief Operating Officer	Date Prepared/Revised: March 23, 2021
Position Code:	Job Category: Management
Salary Grade:	Location: Takoradi, Ghana

Purpose: IT Manager is responsible for providing leadership to the IT team that delivers to the business a reliable and secured IT infrastructure, and provides business decision makers with complete, accurate, timely and relevant information. Also manages and provides hardware and software maintenance, training and consultation, and recommendations about future planning and development of resources.

Direct Reporting Positions: IT Team – Network, Applications and Development

Total Number of Employees in this Work Unit:

Essential Duties and Responsibilities

1. Ensure that IT initiatives are prioritized and aligned with business strategies
2. Formulate strategic policies that can be transformed to actionable plans
3. Effectively manage and control the IT budget, including project-specific spending.
4. Establish alliances with other departments and external organizations to build partnership for IT initiatives
5. Ensure that IT systems are efficiently utilized to support operations
6. Ensure that IT team, systems and processes are able to respond to future business or technology requirements in an efficient manner
7. Ensure the professional development of the IT team
8. Promote IT awareness within the organization
9. Monitor and maintain technology to ensure maximum availability
10. Perform other related duties as required during working hours
11. Develop and implement policies and procedures for electronic data processing and computer systems operations and development
12. Hire and manage information systems personnel and contractors to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems
13. Coordinate and support other department to ensure smooth operations
 - a. Setting goals and objectives for the Terminal.
 - b. Guides subordinates in resolving obstacles so that goals can be met.
 - c. Analyzes performance statistics and trends in order to identify areas for improvement.
 - d. Ensures good communications between Maintenance and Operations to minimize equipment downtime of system and applications.
 - e. Ensures good communications throughout workgroup and their group interactions so that activities are running smoothly on a regular basis.
 - (1.) Ensures work groups hold regular meetings with their staffs.
 - (2.) Distributes information memorandums on current issues.
 - (3.) Practices management “by walking around” to observe and obtain feedback about conditions, issues, and general environment.
14. Manages the budget.
 - a. Monitors IT expenditures.
 - b. Participates in financial reviews.
 - c. Identifies areas of cost reduction, when feasible.
15. Ensures safety, health and environmental standards are met throughout the operation.
 - a. Participate safety meetings.
 - b. Ensures all accidents/injuries are investigated thoroughly and reviews them with the management team.
16. Ensures that company policies overall are applied consistently and fairly within the team.
 - a. Works closely with the Human Resources Manager to obtain clarification, direction, and consultation regarding Ghanaian labor law, company policy and procedures, and consistent application.

- b. Ensures Terminal staff is familiar with company policies, Ghana labor law, and the procedures for implementing and maintaining consistent applications.
 - c. Reviews discipline within the work group to ensure fairness and consistency, and meeting the test of reasonableness.
 - d. Meets with employees whenever necessary to clarify and discuss policy, procedures, and rules issues.
17. Provides supervision and direction for the Terminal Work Group including the following:
- a. Oversees the appropriate staffing levels, including hiring and promoting, within projected manpower plan.
 - b. When openings occur in the department, oversees the selection process. Participates in interviews and selection decisions as appropriate.
 - c. Approves salary actions for subordinate personnel.
 - d. Assists in the negotiation of contracts for casual labor requirements.
 - e. Provides direction and instruction to subordinate staff, providing regular feedback and regular appraisals.
 - f. Counsels' subordinates, up to and including discipline or termination recommendations.
 - g. Follows company management policies and procedures in the application of managing subordinates.
 - h. Participates in career plan development for subordinates.
18. Informs training department of the IT group's training needs.
19. Performs other related duties as required.

Essential Knowledge, Skills and Abilities

- 1. Bachelor's degree in Computer Science, Computer Engineering, or related major from a public or accredited private academic institution required; additional years' experience can be substituted in lieu of an undergraduate degree
- 2. 5 to 10 years of related information technology experience required or 5 years relevant work experience with leading an IT Team or an equivalent segment, preferably in the Logistics Industry plus
- 3. 3 years' experience in project implementations using defined methodology
- 4. Previous supervisory experience required
- 5. Maritime operations and/or logistics experience preferred
- 6. Experience with Terminal Operating Systems preferred.
- 4. Skills:
 - a. Must be able to demonstrate strong leadership and influencing skills.
 - b. Must have demonstrated negotiation skills.
 - c. Must be able to exercise sound business judgment in order to set direction and establish priorities.
 - d. Requires excellent managerial skills, including planning, organizing, and directing work.
 - e. Requires good verbal and written communications skills in English, in addition to effective interpersonal skills.
 - f. Requires excellent analytical skills, including the ability to extract and analyze data.
 - g. Requires exceptional time management, due to fast-moving, demanding work environment.
 - h. Must be able to make effective presentations.
 - i. Must be able to exercise discretion and good judgment, with an ability to understand the effect of decisions overall in the company.
 - j. Must be able to handle company information with confidentiality and discretion.
- 5. Equipment and Applications:
 - a. Must be able to use a desktop and laptop computer with ease.
 - b. Must be able to use presentation materials effectively.

Work Environment and Physical Demands

- 1. Office environment.
- 2. Required to observe all safety and health requirements for office environment.
- 3. Must have professional appearance, consistent with local customs.

Disclaimer

This position description indicates the general nature and level of work expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.

➤ Send resume and application to: bmx.hr@baymatrixgroup.com