Job Description

	Chief Information & Communications Technology Officer (CICTO)

Part-I Position Details

Level / Pay Scale	C-level / SEP-II	**Department / Location**	IT & MIS / HO Sukkur
Reports to	CEO	**Supervises**	Manager (IT/MIS) Manager (AMI)

Purpose

The Chief Information & Communications Technology Officer (CICTO) is a senior executive responsible for leading the organization's MIS and information technology strategy, vision, and initiatives. The CICTO oversees the planning, development, implementation, and management of all MIS/ IT systems, applications, infrastructure, and services to support the organization's business operations and objectives. The CICTO plays a critical role in driving innovation, digital transformation, and operational excellence through the effective use of technology.

Responsibilities

- Develop and communicate the organization's IT strategy, vision, and roadmap in alignment with business goals and objectives.
- Identify opportunities for leveraging technology to drive innovation, efficiency, and competitive advantage.
- Oversee the design, development, implementation, and maintenance of IT infrastructure, including networks, servers, storage, and data centers.
- Ensure the reliability, scalability, and security of IT infrastructure to meet the organization's current and future needs.
- Lead the development, implementation, and management of enterprise-wide software applications, including ERP systems, CRM systems, and custom-built applications.
- Ensure that applications are aligned with business requirements, user needs, and industry best practices.
- Establish data governance policies, procedures, and standards to ensure the quality, integrity, and security of organizational data.
- Develop data analytics capabilities to derive actionable insights and support data-driven decision-making across the organization.
- Develop and implement cybersecurity strategies, policies, and controls to protect the organization's IT assets and data from cyber threats, breaches, and vulnerabilities.

- Conduct risk assessments, audits, and compliance reviews to identify and mitigate IT risks.
- Drive digital transformation initiatives to modernize business processes, improve agility, and enhance customer experience.
- Foster a culture of innovation and experimentation to explore emerging technologies and their potential applications to business challenges.
- Manage relationships with IT vendors, service providers, and technology partners to ensure the delivery of high-quality IT products and services.
- Negotiate contracts, service level agreements (SLAs), and pricing terms to optimize value and minimize risk.
- Establish IT governance frameworks, policies, and procedures to ensure compliance with regulatory requirements, industry standards, and internal controls.
- Monitor and report on IT performance, budget adherence, and project delivery to senior leadership and stakeholders.
- Build and lead a high-performing IT team, including hiring, training, coaching, and performance management.
- Develop and mentor IT staff to build technical expertise, leadership skills, and a customer-centric mindset.
- Maintain effective relationships with key IT stakeholders of the electricity sector (e.g., PITC)

Key Performance Indicators

- Completion of all assigned targets in the specified time.
- Developing and retaining people.
- Compliance to all IT processes and practices applicable to SEPCO.
  Evolve SEPCO IT systems to meet business requirements.

Knowledge & Skills

- Leadership
- Planning and Organizing
- Teamwork and Collaboration
- Decision Making and Problem Solving
- Relationship Management
- Broad knowledge of Business Processes
- Thorough knowledge of information and communication technologies relevant to the electricity distribution sector
- In-depth knowledge of relevant market / industry trends in information and communications technology