



## **Job Description: Chief Information Technology Officer (CITO)**

### **Purpose**

The Chief Information & Communication Technology Officer (CICTO) is a senior executive responsible for leading the organization's information technology (IT) strategy, vision, and initiatives. The CICTO oversees the planning, development, implementation, and management of all 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 communication technology