



დასაქმების ხელშეწყობის
სახელმწიფო სააგენტო

Job Description

Position Details

Position Title:	Chief Digital Officer (CDO) / Chief Information Officer (CIO)
State Agency:	State Employment Support Agency (SESA)
Domain:	Information Communication Technology
Location:	Tbilisi
Level:	Top Management – extraordinary non-tariff salary
Release Date:	November 2020

Position Purpose

The Chief Digital Officer provides leadership and direction to the design, delivery and Deployment of technology and information as enablers across SESA. The Chief Digital Officer is accountable for the IT/Digital-Strategy (inclusive IT-Technology Strategy), and the end to end processes for design, architecture and delivery of information and technology to enable SESA's performance. This includes playing a key role in designing a Labour Market Information System (WorkNet 4.0) consisting of a Job Exchange, Software Application for Core Processes used by Caseworkers and a Management Information System on a Digital Experience Platform. SESA thrives towards its transition to a more agile and intelligence-led organisation.

The CDO is part of SESA's Top Management Team and therefore also proactively contributes to direction, capabilities and overall performance of the State Agency. This includes providing visible leadership across SESA in the scope of IT related topics. The Chief Digital Officer is a key contributor to Georgians Social Security System and acts as an advocate and ambassador of citizen centric, efficient public services provider for the Georgian Ministry of Internally Displaced Persons from the occupied territories, labour, health and social affairs of Georgia (MOH).

Key Relationships

External:

- Ministry of Internally Displaced Persons from the occupied territories, labour, health and social affairs of Georgia (MOH), and other Ministries with interfaces to SESA
- State agencies with interfaces to SESA and such ones particularly focussed on ICT and Information Management
- Partners of SESA such as Employers, Employer Associations, Training Providers, Donor Organisations

- Technology partners and supplier

Internal:

- SESA's Management Team
- IT-Departments and IT-Teams as well occasionally other Departments and Teams

Key Accountabilities

- ICT Strategy and planning – Develops a digital strategy as part of business strategy. Transforms business requirements into an ICT action plan.
- Information management – Develops a strategic information architecture that supports business and digital services. Leads the creation of stakeholder value by increasing organisational performance through the use of digital resources. Is accountable for compliance with regulations, standards and codes of good practice relating to information and records management, information assurance and data protection.
- Enterprise and IT-architecture development – Directs development of organisations-wide architecture and processes to apply. Ensures compliance with strategies, policies, standards and practices across technology implementation.
- ICT management – Set strategy applying technology to enable business change. Authorises allocation of resources for the planning, development and delivery of all information systems services and products connected to the Digital Experience Platform – WorkNet 4.0. Supports ICT governance. Sets strategy for monitoring and managing the performance of IT in its contribution to business performance and benefits.
- Analytics – Provides leadership and guidance for analysis of both internal and external data. Is responsible for the organisation's commitment to efficient and effective analysis of textual/numerical/visual/audio information. Identifies and establishes the veracity of external sources of information of relevance to the operational needs of the enterprise.
- Business process Management implementation.
- The Chief Digital Officer will be expected to set up SESA Information Security Manual. The CDO sets the strategic direction for information security within SESA, the CDO is accountable to information security management.

Person Specification

Skills, Experience and Attributes:

- Thought leader and digitally savvy, demonstrated by:
 - A minimum of eight years of progressively responsible management experience developing digital engagement strategies and directing digital communications (example: content development, social media, videography, photography, mobile and web techniques and platforms, etc.) and public relations programs. Demonstrable experience with Search Engine Optimization (SEO) and Search Engine Marketing (SEM) strategies and utilizing social media analytics to enhance customer experience and engagement. Acquired by working in national and international companies and in government related positions.
 - Demonstrates sound judgement about which technology ideas and solutions will work and the ability to implement innovative solutions through the end-to-end oversight of design and architecture, through to solution delivery and uptake.

- Excellent communication and influencing skills, bringing digital and business intelligence strength to the leadership table over a period of substantial change with technology enablement.
- Strong strategic thinking and capability to assess organisational, political and reputational risk in the area of ICT and information technology and use.

Qualifications:

- Bachelor's Degree required; Master's Degree preferred (Computer Science/Software Engineering/Data Analytics e.g.)
- 8 or more years of experience in a related field required
- or more years in a leadership role required ICT or extensive relevant experience
- Cloud Computing
- Datawarehousing
- Microservices Architectures/API, REST
- Digital Experience Platforms
- Enterprise Architecture Management / TOGAF
- Business Process Management
- ITIL certified
- COBIT certified
- Agile Methods such as SCRUM, KANBAN e.g. certified
- Project Management PRINCE/PMP certified

Staff and Financial Accountability

- Tbilisi based role
- 1 direct report, 3 departments, Tbilisi based
- Annual Budget approximately 1 Mio. \$

Organisational Chart

