Position Identification

Title	Technical Manager

Purpose and Scope

Lead the technical organisation by defining the organisational strategy for technical initiatives, establish Technical protocols, evaluate and implement technical approaches such that the overall objectives are realised

Key Accountability

1. **Leading Technical initiatives**

   - Serve as a technical mentor for all initiatives having an organisation wide impact by identifying the strategy, cost/benefit/risk analysis, implementation plan and support procedures

   - Detail the technical process standards and guidelines, establish procedural controls and manage the institutionalization of processes

   - Support the Management team in realisation of Performance targets. The performance targets in terms of man hour usage are that planning for agreed quality products (explicitly accepted by Integrative Systems) will not be exceeded by more than 40% in Q2, 30% in Q3 and 20% in Q4 and The number of rejected deliverables at first submission will be less than 30% in Q2, less than 20% in Q3 and less than 10% in Q4.

   - Ensure completion of all WP specifications and critical milestones pertaining to all projects prior to initiation in coordination with Principal Consultants.

   - Responsible for the management and implementation of project/process supporting tools

2. **Planning, Prioritising & Coordinating**

   - Establish critical milestones, generate long/short term planning cycles and monitor implementation of initiatives

   - Assign priorities, perceive emerging opportunities and threats and allocates tasks accordingly

   - Coordinate multiple tasks, address contingencies and ensure expeditious issue resolution

   - Coordinate preparation of WP abstract for every 40 hours of development work

3. **Decision Making**

   - Evaluate Technical approaches to address bottlenecks, balance competing needs and make well informed decisions

   - Technically evaluate and certify deliverables prior to client submission

4. **Communication & Feedback**

   - Support the implementation of key technical initiatives with adequate communication and feedback

   - Liaise closely with the parent organisation on key technical concerns pertaining to all projects

5. **Quality Management**

- Focus on continuous quality improvement and ensure adherence to Integrative Systems, Technical procedures in terms of
    - Code Review
    - Document Review / Test Plan review
    - Quality checking in Testing Procedures
    - Version Controlling and Labelling procedures
    - Release procedures
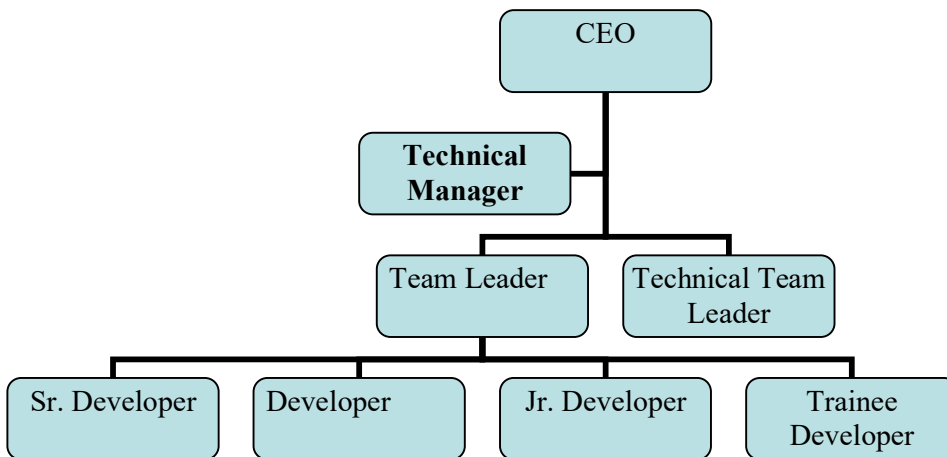
6. **Skill Enhancement**

- Engage in a continuous learning process for self and team by keeping abreast with emerging trends and technologies

Key Success Factors

1. Variance between planned and realised hours to be less than 20% in the first quarter; to continue with significant improvements.
2. Implementation of value adding technical infrastructure leading to enhanced operational efficiency.
3. Quantum of rework; Number of bugs reported and the severity of each bugs reported from T&TT management.
4. Minimum 40 hours of structured training and skill enhancement per quarter.
5. Generate project status based on the reporting guidelines.

Competences

1. Expert knowledge in relevant technical domain.
2. General awareness of emerging trends.
3. Exemplary Leadership skills, guide and coach where necessary
4. Attention to detail, strong level of quality consciousness
5. Effective communication skills.
6. Strong co-ordination skills.

Reporting Responsibility

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                        │     CEO      │
                        └──────┬───────┘
            ┌──────────────┐   │
            │  Technical   │   │
            │   Manager    ├───┤
            └──────┬───────┘
        ┌──────────┴──────────┐
  ┌───────────┐      ┌──────────────┐
  │Team Leader│      │Technical Team│
  │           │      │   Leader     │
  └─────┬─────┘      └──────────────┘
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│Sr.Developer│ │Developer│ │Jr.Developer│ │  Trainee  │
│           │ │         │ │            │ │ Developer │
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Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.