1. **DEPARTMENT** : IT BUSINESS AUTOMATION
2. **JOB REF.** : ITB2.02
3. **TITLE** : HEAD, BUSINESS ANALYSIS & QA DIVISION
4. **RANK** : DEPUTY DIRECTOR
5. **REPORTS TO** : HEAD IT BUSINESS AUTOMATION DEPARTMENT
6. **SUPERVISES** : (i) Team Leader Quality Assurance
   (ii) Team Leader Business Analysis

7. **JOB PURPOSE** :

To collaborate with business units and provide technical and management leadership in business process review and analysis, business process re-engineering, and support the automation of business processes with respect to the Bank's IT Enterprise Architecture (EA). To provide leadership to establish and maintain the Bank's IT quality standards that are aligned to ISO Certification for IT Industry (Quality Management System, Environmental Management System, and Occupational Health and Safety Management System).

8. **DUTIES AND RESPONSIBILITIES:**

- Oversee Enterprise Architecture, IT Governance, Business Analysis, and IT Projects Management activities.

- Participate in the development of the IT Strategy and provide input for IT planning.

- Oversee the creation and implementation of IT Governance elements such as: General IT and Enterprise Architecture tools, reference frameworks, templates, standards and policies and project management (including knowledge management) methodologies, tools, templates, standards, and policies.

- Lead the development, communication, and management of the Enterprise Architecture Model.

- Oversee the establishment of roadmaps for each architectural domain (e.g., applications, data), provide guidance to solutions architects, establish technology standards to simplify Bank of Uganda's technology footprint and to lower Total Cost of Ownership (TCO), ensure that projects comply with architectural standards and best practices through execution of an architectural governance process.

- Oversee the development and maintenance IT quality standards, policies, procedures, and artifacts.

- Regularly verify compliance of BAUD functions against standards and propose plans to meet gaps.

- Provide technical guidance during the cascading of the departmental scorecard from the BOU Strategic Plan, development of departmental annual work plan and financial plan (budget).

- Monitor and report on division performance with respect to the departmental annual workplan.

- Participate in departmental risk management committee during the quarterly review of the departmental risk register and risk treatment plans to ensure business continuity.

- Undertake additional duties as assigned/delegated by the Head of IT Business Automation Department to support the Bank's objectives.

9. **EXPECTED OUTPUT**

- Departmental Annual Workplan (AWP) and quarterly departmental performance reports (PAR)

- Technical and other documentation relevant to the Division, including strategies, frameworks, policies, most current practices (MCPs), Guidelines.

- Division and Individual Balanced Scorecards

- Division staff performance assessments
- Reviewed acceptance test plans and acceptance test reports
- Quarterly report on resolution of audit issues and incidents
- Reviewed technical documents.
- Signed minutes of meetings attended with respect to Effective Information Management Sub Committee (EIM), procurement evaluation committee and departmental meetings.

10. PERSON SPECIFICATIONS

A. MINIMUM QUALIFICATION

- A First Class or Second Class (upper) degree in Computer Science, Information Technology, Information Systems, Engineering, or closely related field
- A Masters' degree in any of the above fields from a recognized University is required.
- Professional Certification in either IT Service Management or COBIT or IT Governance or IT Enterprise Architecture (EA) or Project Management or Data Science/Analytics is an added advantage.

B. WORK EXPERIENCE

- At least eight (8) years of relevant working experience in IT, with a significant portion in business automation or related fields, and a minimum of two (2) years at middle management.

C. AGE:

- Applicants must have at least 1½ years left to retirement.

D. TECHNICAL SKILLS AND COMPETENCES

i. Technical Competencies
   - IT Service Management: Proficiency in ITIL, with an ITIL Foundation certification, at a minimum.
   - Project Management: Project Management experience with PRINCE2 Foundation certification or Agile methodologies, at a minimum.
   - System Development: Expertise in business analysis, application development, and testing processes.
   - Applications Security: Understanding of basic applications security principles.
   - Financial Management: Skills in budget preparation and tracking.
   - Technical Documentation: Ability to produce clear and comprehensive technical documents, including presentations, requirements, terms of reference, concept papers, and justifications.

ii. Behavioural Competencies
   - Ethical Standards: Commitment to transparency, accountability, and integrity.
   - Professional Excellence: Continuous pursuit of excellence in professional tasks.
   - Teamwork: Ability to collaborate effectively within teams.
   - Analytical and Problem-Solving Skills: Strong analytical thinking and innovative problem-solving abilities.
   - Interpersonal and Engagement Skills: Proficiency in managing stakeholder relationships and effective communication.

- Organizational Skills: Strong planning and organizing abilities.
- Innovativeness: Demonstrating creativity and originality in approach.
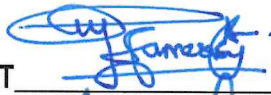- Self-Motivation: High degree of self-drive and initiative.

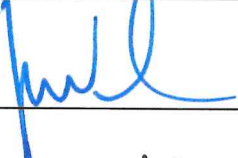## 11. VERSION
- 2/2024

12. DATE LAST REVIEWED/UPDATED
- September 12, 2024

13. SIGNED OFF BY: HEAD OF DEPARTMENT_____ DATE __12/09/2024.__

14. SIGNED OFF BY: HEAD OF DIRECTORATE_____ DATE __14-Sep-2024__

15. APPROVING AUTHORITY: _____ DATE __20/9/2024__