

JD – Director General Managed Services			
Grade: NITS – 02	No of Posts: 01	Appointment Details	
		Type: Contractual	Method: Open Merit
Age: Maximum 55 years on the last date of application		Reports to: Chief Strategy and Innovation Officer (CSIO)	
Job Responsibilities: <ul style="list-style-type: none">▪ Lead the organization’s managed services function, ensuring efficient delivery of IT and digital services.▪ Develop and implement managed services strategies aligned with organizational objectives.▪ Oversee day-to-day operations of managed services teams and service delivery.▪ Define service standards, SLAs, and KPIs to measure performance and quality.▪ Ensure scalability, reliability, and security of all managed IT services.▪ Manage vendor and third-party service provider relationships.▪ Establish governance, policies, and best practices for managed services operations.▪ Oversee incident management, problem resolution, and service continuity planning.▪ Drive adoption of automation, monitoring tools, and service improvement initiatives.▪ Align managed services delivery with enterprise architecture and technology strategy.▪ Manage budgeting, resource allocation, and cost optimization for services.▪ Ensure compliance with cybersecurity, privacy, and regulatory requirements.▪ Monitor performance metrics, prepare reports, and present to senior leadership.▪ Identify gaps and opportunities for service enhancement and innovation.▪ Facilitate coordination between internal teams, business units, and external partners.▪ Develop workforce skills, capability building, and team development programs.▪ Lead digital transformation initiatives within managed services.▪ Support project implementations requiring managed services integration.▪ Ensure disaster recovery, business continuity, and high availability of services.▪ Represent managed services in governance forums, steering committees, and executive meetings.▪ Perform any other duty assigned by the CEO from time to time.			
Education & Experience: <ul style="list-style-type: none">▪ Master's Degree from HEC recognized universities in any of the following discipline; Business Administration, Management (Strategy), Innovation management, Project Management, Advance Technologies OR;▪ Bachelor's Degree from HEC recognized universities in any of the following discipline; Business Administration, Management Information System, IT Management, Computer Sciences.▪ In case of Masters, a minimum of 10 years of experience. Whereas, in-case of Bachelors, a minimum of 12 years of experience.▪ At-least 3 years of leadership experience.			
Job Requirements (Skill, etc.) <ul style="list-style-type: none">▪ Strong expertise in IT service management (ITSM) and managed service delivery frameworks with strategic vision for large-scale project execution.▪ PSDP experience with deep understanding of project lifecycle management and program governance.▪ Proven experience of Public Sector procurements of IT solutions and ICT infrastructure▪ Implementation of ERP or Government resource planning in large scale organizations particularly in public sector.▪ Sound knowledge of communication and coordination with public and private sector organizations.▪ Ability to plan, oversee, and optimize large-scale IT projects and operational services.▪ Experience in vendor and third-party management, including contracts and SLAs.▪ Strong knowledge of ITIL, COBIT, and ISO 20000 standards for service delivery.▪ Capability to align managed services with organizational strategy and business outcomes.▪ Expertise in resource planning, budgeting, and cost optimization for projects.▪ Strong risk management and compliance awareness in IT service operations, having risk management and mitigation planning skills.▪ Leadership in cross-functional teams, ensuring timely and quality service delivery.▪ Ability to drive continuous improvement, process standardization, and operational excellence.▪ Skills in performance monitoring, KPI reporting, and service level management.▪ Knowledge of cloud infrastructure, enterprise systems, and digital platforms.			

- Strong analytical and problem-solving skills for complex service challenges.
- Excellent stakeholder engagement and communication with senior management.
- Ability to foster a service-oriented culture across teams and projects.