

| 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) | | | | |
| <p>Job Responsibilities:</p> <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. | | | | | | |
| <p>Education & Experience:</p> <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. | | | | | | |
| <p>Job Requirements (Skill, etc.)</p> <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.