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VACANCY NOTICE

POSITION : **DIRECTOR - INFORMATION TECHNOLOGY**
LOCATION : Kuching, Sarawak
INDUSTRY : Education
TYPE : Fixed-Term Contract
REF : C20112026/IT

JOB SUMMARY

The Director, Information Technology is a strategic leadership position responsible for providing direction, leadership and management of the University's IT operations, strategy, governance, and institutional digital transformation, in alignment with Ad Astra 2030 and the University 2030.

The role is critical in ensuring a secure, efficient, scalable and innovative IT environment that supports the University's academic, research and administrative functions. This includes responsibility for IT infrastructure, cybersecurity, enterprise systems, client support services and educational technology (the use of technology to enhance teaching and learning, encompassing tools, platforms, and strategies that facilitate innovative instructional methods and promote student engagement), while delivering high standards of user experience and business continuity. The role is pivotal in enabling business transformation through the strategic development, integration and optimisation of the University's Information System (SSIS), including core enterprise systems supporting student management, human resource management, finance and other institutional functions.

The Director will oversee the development and implementation of IT strategic plans and frameworks aligned with the University's goals and the broader digital direction of the University. This includes participation in major projects, digital capability uplift, ICT governance, and compliance with cybersecurity frameworks and legal obligations.

The Director will lead the Information Technology Unit, ensuring effective planning and delivery of IT services, building capabilities within the team, and fostering strategic partnerships across internal and external stakeholders. The role also plays a vital part in leading and mentoring the IT team, fostering cross-functional collaboration, and managing relationships with key stakeholders, including vendors, regulators, academic staff, students and University leadership.

As the immediate supervisor of the Manager, Information Technology, the Director will ensure robust ICT operations while driving forward innovation, automation and improved service delivery for students and staff. The Director will also work closely with the Chief Information Officer and relevant groups to ensure systems alignment and collaboration between campuses.

Through membership of critical University committees and by less formal processes as appropriate, the Director will work closely with other senior management members. As a senior member of the University, the Director is also expected to contribute to the effective running of the University more broadly by active involvement in other activities and participation in relevant committees, including the Executive Group.

The Director will work closely with the Director, Innovation and Entrepreneurship, business process owners and relevant stakeholders to drive digitally enabled business transformation, process redesign and operational improvement across the University.

KEY RESPONSIBILITIES AREAS

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

1) Strategic Leadership and Digital Transformation

- Lead the development and execution of a University-wide IT and digital strategy that operationalises Ad Astra 2030 Quantum Leap in leading and leveraging technology for purpose and the University's 2030 Strategic Pillar of digital transformation with clear priorities, mplementation roadmaps and measurable outcomes.
- Drive digital transformation initiatives and institution-wide business transformation through technology-enabled process redesign, systems integration, workflow automation and operational optimisation to enhance educational delivery, research capabilities and operational efficiency.
- Provide strategic leadership for the development, implementation and continuous enhancement of SSIS as the University's integrated enterprise information systems environment.
- Lead the digital enablement of core institutional functions, including student management, human resource management, finance and other administrative systems, to improve process efficiency, data integrity, service delivery and management decision-making.
- Collaborate with the Director, Innovation and Entrepreneurship, functional leaders and business process owners to identify, prioritise and implement business transformation initiatives through digital technologies and process innovation.
- Oversee the development and implementation of integrated digital solutions, ensuring interoperability, data consistency, scalability and alignment with institutional requirements.
- Champion the adoption of emerging technologies, including AI, cloud computing, and data analytics.
- Evaluate and align IT innovation opportunities to evolving student and academic needs.
- Encourage a culture of continuous improvement and innovation within the IT team and across the University community.
- Promote the use of data analytics to inform decision-making, enhance technology solution outcomes, and improve operational efficiency.
- Encourage a data-driven culture across the University by providing tools and training to staff and faculty.

2) IT Governance, Policies and Risk Management

- Establish and oversee appropriate governance for enterprise information systems, including systems ownership, data governance, access controls, data integrity and accountability across functional areas.
- Oversee enterprise architecture, cybersecurity, risk management and compliance with internal and external regulations, ensuring the protection of digital assets and compliance with relevant regulations and standards.
- Develop and implement data governance strategies and secure data practices across the University systems, ensuring data integrity, security, and compliance.
- Ensure robust disaster recovery, risk management and business continuity planning.
- Monitor and ensure adherence to internal policies and external legal and regulatory requirements related to IT operations.

3) Infrastructure, Systems and Services Management

- Lead and oversee the planning, management and continuous improvement of IT infrastructure, enterprise applications, learning management systems, cloud environments, and network systems to support current and future needs.
- Provide leadership in the planning and direct selection, implementation and monitoring of enterprise applications (e.g. SSIS, LMS, CRM), including systems integration, business process alignment and lifecycle management, ensuring they meet the University's strategic objectives and user requirements.
- Oversee the implementation, integration, performance and continuous improvement of SSIS and other enterprise systems, working with designated functional owners to achieve effective adoption and operational outcomes.

- Ensure IT service delivery meets quality, efficiency and user satisfaction benchmarks.
- Ensure that IT systems are scalable, reliable, and capable of supporting the University's growth and evolving needs.

4) Financial Planning and Resource Management

- Develop and manage IT budgets, forecasts, and resources aligned to University priorities, ensuring optimal allocation of resources to support strategic initiatives and operational needs.
- Evaluate and secure appropriate technology solutions and ensure strategic vendor management.
- Provide timely and accurate information and reporting for executive decisionmaking.
- Ensure efficient use of financial and human resources, aligning expenditures with the University's priorities and achieving cost-effectiveness.

5) Leadership and Team Development

- Provide strong leadership to the IT department, fostering a collaborative and high-performance culture.
- Inspire, lead and manage the IT team to deliver performance excellence and foster a culture of learning and development.
- Set professional and ethical standards for the team and ensure continuous upskilling and certifications.
- Establish individual and team KPIs aligned with University objectives.
- Implement professional development programs to enhance the skills and competencies of IT staff, preparing them for future challenges and opportunities.
- Develop and implement succession plans to ensure continuity of leadership within the IT department.
- Promote and encourage a culture of coaching, professional development, self-improvement and self-reflection for continuous growth.

6) Stakeholder Engagement and Collaboration

- Work closely with academic and administrative leaders to understand their needs and ensure IT services effectively support their objectives.
- Build and maintain relationships with external partners, including vendors, government agencies, and industry groups, to enhance the University's IT capabilities and reputation.
- Collaborate with CIO and IT & Digital teams to ensure integrated systems and shared services where applicable.
- Serve as a trusted advisor to executive leadership on IT matters, providing expert recommendations.
- Liaise with government and regulatory authorities, vendors, and partners to ensure compliance and innovation.
- Effectively communicate the IT strategy and initiatives to all stakeholders, ensuring alignment and support across the University community.
- Engage students as active stakeholders to enhance educational outcomes and foster a supportive learning environment.
- Establish effective cross-functional governance and collaboration with the Director, Innovation and Entrepreneurship, other Directors and businessprocess owners to coordinate digital transformation priorities, implementation responsibilities and the realisation of business benefits.

7) Customer Service and User Experience

- Champion a culture of 'customer centricity' throughout the University.
- Foster a user-centric IT culture that ensures proactive support and seamless, high-quality service delivery to staff and students.
- Establish channels for users to provide feedback on IT services.
- Monitor and act on user feedback to continuously improve IT services.
- Ensure IT staff are responsive, courteous and knowledgeable in assisting all stakeholders.
- Regularly assess the performance of IT services, implementing improvements to meet or exceed user expectations.

- Collaborate with internal and external customers to better understand, anticipate and meet the current and future needs of the branch campus University and its students in accordance with organisational expectations.
- Implement high-quality processes that document, assess, improve and deliver favourable service performances.
- Be accessible for client enquiries and respond to clients in a timely manner.
- Ensure front counter personnel provide staff, students and parents with a friendly, helpful, and responsive service.

8) Occupational Health and Safety (OHS)

- Facilitate the establishment and promotion of OHSMS policy and objectives to enhance the effectiveness of OHSMS through directing the execution of OHSMS improvement plans as well as ensuring the implementation of safe work system and adequate provision of resources to fulfil OHS requirements and objectives.
- Support the implementation and improvement of OHS management systems, ensuring IT operations comply with relevant legislation and promote a safe working environment.
- Regularly assess and mitigate risks associated with IT operations, ensuring the health and safety of staff and users.
- Ensure IT staff receive appropriate training on OHS policies and procedures, fostering a culture of safety within the department.

JOB REQUIREMENTS

- A Bachelor's IT degree in an area relevant to the duties from a recognised institution, with relevant experience in leading IT teams, overseeing technology operations, develop technology roadmap and IT governance as well as compliance and risk management.
- A postgraduate qualification relevant to the position.
- Recognised certifications in security, enterprise architecture, Microsoft, Cisco, and project management (e.g. PMP, ITIL).
- Membership of relevant recognised professional IT body.
- Minimum ten (10) years' experience in IT leadership roles, with proven ability in managing large-scale infrastructure and enterprise systems in a complex organisation.
- Demonstrated experience in developing and executing enterprise IT and digital transformation strategies aligned with organisational priorities and measurable business outcomes.
- Deep understanding of information security, privacy, disaster recovery and IT compliance
- Proven experience in leading enterprise-wide digital transformation, including integrated information systems, business process redesign, systems integration and technology-enabled operational improvement.
- Demonstrated success in leading technology-enabled business transformation and organisational change, including stakeholder engagement, business process adoption and benefits realisation.
- Strong strategic, analytical and problem-solving skills.
- Proven interpersonal skills, communication skills and influencing skills, with demonstrated ability to develop effective working relationships and foster collaborative relationships with a range of stakeholders and staff from different levels within the University.
- Proven ability to exercise initiative and high-level judgement and to work independently when meeting project objectives, that are consistent with the University's strategic direction and priorities.
- Proven track record in team leadership and management with the ability to lead, coach and develop others and effectively build an effective team environment.
- Experience in managing IT budgets and vendor contracts.
- Ability to lead and manage change and drive innovation in a dynamic environment.
- Demonstrated experience in the implementation and management of enterprise systems, such as student management, human resource management and financial information systems, including systems integration and data governance.

- Familiarity with academic and research computing requirements. Direct knowledge or experience of the education industry or services businesses with the acumen of market and customer insights.
- Experience working with transnational education institutions or international campuses. Be well-informed and knowledgeable about Malaysian, Australian and transnational education matters.
- Have a good understanding of the professional and ethical issues associated with national and international IT sectors.

TO APPLY

1. Applications should include with their application **a detailed CV** indicating qualifications, experience, and other matters considered relevant to the application.

2. The application must also include a separate document addressing each applicable element of the **Key Selection Criteria** ***(As per attached below).***

3. The application should also include a separate document of your **3-year plan for the position to be written in one (1) page**.

4. Copy of all your academic certificates (compile all in one pdf file).

5. Email your application to resume@unitalentcareer.com or WhatsApp to +6012-5227761.

Key Selection Criteria

Application letters and/or resumes must address the Qualifications and Knowledge / Experience / Attributes sections under the key selection criteria.

	Qualifications: Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.	**Essential/ Highly Desirable/ Preferable**
1.	A Bachelor's IT degree in an area relevant to the duties from a recognised institution, with relevant experience in leading IT teams, overseeing technology operations, develop technology roadmap and IT governance as well as compliance and risk management.	Essential
2.	A postgraduate qualification relevant to the position.	Highly Desirable
3.	Recognised certifications in security, enterprise architecture, Microsoft, Cisco, and project management (e.g. PMP, ITIL).	Highly Desirable
4.	Membership of relevant recognised professional IT body.	Preferable

	Experience / Knowledge / Attributes: Required by the appointee to successfully perform the positions key responsibilities.	**Essential/ Highly Desirable/ Preferable**
1.	Minimum ten (10) years' experience in IT leadership roles, with proven ability in managing large-scale infrastructure and enterprise systems in a complex organisation.	Essential
2.	Demonstrated experience in developing and executing enterprise IT and digital transformation strategies aligned with organisational priorities and measurable business outcomes.	Essential
3.	Deep understanding of information security, privacy, disaster recovery and IT compliance.	Essential
4.	Proven experience in leading enterprise-wide digital transformation, including integrated information systems, business process redesign, systems integration and technology-enabled operational improvement.	Essential
5.	Demonstrated success in leading technology-enabled business transformation and organisational change, including stakeholder engagement, business process adoption and benefits realisation.	Essential
6.	Strong strategic, analytical and problem-solving skills.	Essential
7.	Proven interpersonal skills, communication skills and influencing skills, with demonstrated ability to develop effective working relationships and foster collaborative relationships with a range of stakeholders and staff from different levels within the University.	Essential
8.	Proven ability to exercise initiative and high-level judgement and to work independently when meeting project objectives, that are consistent with the University's strategic direction and priorities.	Essential
9.	Proven track record in team leadership and management with the ability to lead, coach and develop others and effectively build an effective team environment.	Essential
10.	Experience in managing IT budgets and vendor contracts.	Essential
11.	Ability to lead and manage change and drive innovation in a dynamic environment.	Essential
12.	Demonstrated experience in the implementation and management of enterprise systems, such as student management, human resource management and financial information systems, including systems integration and data governance.	Essential
13.	Familiarity with academic and research computing requirements. Direct knowledge or experience of the education industry or services businesses with the acumen of market and customer insights.	Highly Desirable
14.	Experience working with transnational education institutions or international campuses. Be well-informed and knowledgeable about Malaysian, Australian and transnational education matters.	Highly Desirable
15.	Have a good understanding of the professional and ethical issues associated with national and international IT sectors.	Highly Desirable