

KWSC Job Description: Chief Information Technology Officer (CITO)

Position: Chief Information Technology Officer (CITO)

Reports to: Chief Executive Officer (CEO)

Subordinate line: ERP System and Digitalization Team, Database Team, Web Services and Technology Partners Team, Hardware, Networking, Infrastructure, Communications and InfoSec Team

Key Contacts: Chief Operating Officer (COO), Chief Internal Auditor (CIA), Chief Commercial Officer (CCO), Chief Human Resource Officer (CHRO), Chief Strategy Officer (CSO), Cost Center Managers

Department name: Systems and Digitalization

Background:

The Karachi Joint Water Board, established in 1953, was the first entity responsible for expanding Karachi's water supply system from the Indus River. In 1981, the Karachi Water Management Board (KWMB) was formed, gaining authority over distribution and cost recovery. The KWMB transitioned into the Karachi Water and Sewerage Board (KWSB) in 1983, operating under the governance of the Sindh Government. In 1996, the KWSB was separated from the Karachi Metropolitan Corporation (KMC) and reconstituted with its own Act, along with an independent annual budget approved by the Government of Sindh. This evolution culminated in the implementation of the Karachi Water and Sewerage Corporation (KWSC) in 2023, establishing a new operational framework as outlined in the Karachi Water and Sewerage Corporation Act of 2023. With a service area covering a population of 23 million, it is nearly unmanageable for a single centralized utility to be solely responsible for water supply, sewerage management, and service provision. To address the challenges of poor service provision, the KWSC intends to ensure that water service delivery is managed at the lowest appropriate governance level. Enacted under the Karachi Water and Sewerage Corporation (KWSC) Act 2023, the utility envisions corporatization and organizational reform activities and moves towards full corporatization and a performance-based utility. As KWSC navigates this reform trajectory, the Systems and Digitalization department becomes instrumental in shaping a resilient, forward-looking organization capable of meeting the water and sewerage needs of Karachi with efficiency and innovation. This approach is inspired by success stories and good practices from other parts of the world.

Job Summary:

The Chief Information Technology Officer (CITO) at KWSC will play a crucial role in driving the digital transformation of the organization. Reporting to the CEO, the CITO will oversee and lead activities of the System Support and Digitalization team, ERP team, Hypervision team, and Hardware and Networking team. The CITO will develop and implement IT strategies to enhance operational efficiency and support the corporation's digitalization efforts. This includes developing IT platforms for operations, human resource management, finance, customer relations, and recovery of water dues, among other systems required by the utility.

Key Responsibilities:

- Develop and implement the IT strategy to align with KWSC’s overall digital transformation goals.
- Lead the development and execution of the digitalization roadmap, ensuring all technology initiatives support business objectives.
- Oversee the implementation of digital solutions across all business processes and functions.
- Ensure smooth operation and integration of new digital systems with existing infrastructure.
- Manage system upgrades, maintenance, and troubleshooting to support continuous operations.
- Drive the adoption of digital tools and technologies to enhance operational efficiency.
- Guide the implementation, customization, and optimization of Enterprise Resource Planning (ERP) systems.
- Ensure ERP solutions meet the needs of various departments and integrate seamlessly with other systems.
- Monitor ERP system performance, resolve issues, and manage system enhancements.
- Supervise the implementation and management of hyper-vision solutions for real-time monitoring and analytics.
- Ensure the integration of hyper-vision systems with other IT infrastructure for effective data management.
- Leverage hyper-vision technologies to enhance operational visibility and decision-making capabilities.
- Oversee the installation, configuration, and maintenance of hardware and network infrastructure.
- Ensure robust network security and data protection measures are in place.
- Manage hardware lifecycle, including procurement, upgrades, and disposal.
- Lead digitalization projects to modernize business processes and functions.
- Coordinate with various departments to identify digital needs and implement suitable solutions.
- Monitor project progress, manage budgets, and ensure timely delivery of digital initiatives.
- Evaluate emerging technologies and assess their potential benefits for KWSC.
- Foster innovation by integrating new technologies that drive efficiency and enhance capabilities.
- Collaborate with other executives and department heads to align IT strategies with business needs.
- Communicate IT initiatives and progress to stakeholders, ensuring transparency and support.
- Ensure all IT and digitalization activities comply with relevant regulations and standards.
- Identify and manage risks associated with IT infrastructure and digital projects.
- Lead and mentor IT teams, including System Support and Digitalization, ERP, Hypervision, and Hardware and Networking.
- Foster a culture of continuous improvement and professional growth within the IT department.
- Perform any other tasks as required by KWSC Management.

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Qualifications:

Professional qualification:

A Master's degree and or a Bachelor's degree in Computer Science, Software Engineering, Computer Engineering, IT (4 years) from a reputable institution/university recognized by HEC.

Professional experience:

At least 12 years of relevant experience, with at least 5 years in a senior-level IT position such as head of the IT department in large enterprises in public or private organizations.

Skills:

- Strong leadership and team management skills.
- Expertise in IT strategy development and implementation.
- Proficiency in digital transformation and technology integration.
- Excellent project management skills.
- Strong understanding of ERP systems and their implementation.
- Knowledge of network infrastructure and cybersecurity.
- Excellent communication and interpersonal skills.
- Ability to evaluate and integrate emerging technologies.

Behavioral competencies:

Leadership: Ability to lead and manage a team, driving performance and fostering a culture of accountability.

Strategic Thinking: Strong capability to develop and implement strategic plans that align with organizational goals.

Customer Focus: Commitment to providing high-quality service to employees and addressing their needs effectively.

Adaptability: Ability to manage change and implement new processes and systems effectively.

Problem Solving: Strong problem-solving and decision-making abilities.

Customer Focus: Commitment to meeting the needs of internal and external stakeholders through high-quality support services and management.