

**SCHEME OF SERVICE SPECIFIED UNDER REGULATION 15 OF THE
PUBLIC SERVICE COMMISSION REGULATIONS**

- Ministry:** Technology, Communication and Innovation
(Central Information Systems Division)
- Post:** Operations Manager
- Salary:** Rs 33,275 x 900 – 34,175 x 1,200 – 37,775 x 1,500 – 48,275 (04 61 72)
- Effective Date:** 21 March 2016
- Qualifications:** By promotion, on the basis of experience and merit, of officers in the grade of Assistant Operations Manager who reckon at least two years' service in a substantive capacity in the grade and who –
- (i) possess strong leadership skills; and
 - (ii) have initiative and possess sound judgment.
- Role and Responsibilities:** To be responsible for the provision of an effective and efficient IT support service.
- Duties:**
1. To be responsible to the Manager, Central Information Systems Division for all computer operations, IT support and data capture activities at the Central Information Systems Division and in the Information Services sections/units of Ministries/Departments.
 2. To effect co-ordination between the different functions, plan, organise and schedule staff deployment and workload.
 3. To plan, schedule and monitor all activities of an operational nature.
 4. To work out and enforce data entry and operating standards, procedures and techniques to improve efficiency of equipment operations.
 5. To provide leadership and direction in the development of standards, procedures, strategies and work flows to ensure operational efficiency and optimal use of resources.
 6. To plan, procure and approve orders for computer consumables and stationery required and to manage associated stock.
 7. To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the Operations Manager in the roles ascribed to him.



CERTIFIED CORRECT

[Signature]
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*for Senior Chief Executive
Ministry of Civil Service and
Administrative Reforms*

Date.....
21 March 2016