



TERMS OF REFERENCE

OFFICE	General Administrative Support Service (GASS)
JOB TITLE / POSITION	Chief Administrative Officer (CAO)
JOB LEVEL	Technical, Salary Grade (SG) 24 Php 98,185.00
PLACE OF ASSIGNMENT	OPAPRU-Central Office, Metro Manila
REPORTS DIRECTLY TO	GASS Director/Unit Head
MINIMUM REQUIREMENTS	<ol style="list-style-type: none">1. Bachelor's degree (or equivalent) in information technology or computer science2. Master's Degree or Certificate of Leadership and Management from the Civil Service Commission (CSC);3. At least three (3) years of experience in a supervisory or managerial position in IT management;4. 40 hours of supervisory/management learning and development intervention undertaken within the last 5 years;5. Career Service Professional/Second Level eligibility; and
SKILLS AND QUALIFICATIONS	<ol style="list-style-type: none">1. Strong background in managing IT teams and implementing projects.2. Deep knowledge on programming languages and operating systems, enterprise backup and recovery procedures, and system performance monitoring3. Expertise in implementing, configuring, and testing IT solutions
SUPERVISES	All technical and administrative staff under GASS-Information and Communication Technology Division (ICTD): <ol style="list-style-type: none">a. Systems and Development Sectionb. Technical Support Section
COORDINATES WITH	All OPAPRU offices and services
JOB OBJECTIVE	The CAO will be designated as the Division Head of the ICTD who will ensure the smooth operation of the OPAPRU information technology systems, coordinate the IT projects, provide troubleshooting on the technical issues and risks. Oversee the IT infrastructure with strong project management skills, leadership abilities and with expertise in information systems.
KEY RESULT AREAS	<ol style="list-style-type: none">1. IT infrastructure and service quality management2. Improving network security and compliances, including risk management3. Delivering software and hardware IT projects on time and within budget4. Developing and ensuring data backup and recovery processes are effective, including IT risk management5. Optimize IT operations by streamlining processes through automation and efficiency improvement
KEY ROLES AND RESPONSIBILITIES	<ol style="list-style-type: none">1. Develop new network troubleshooting strategies that can effectively support the agency operational systems, including strategies in upgrading the network software.2. Lead IT projects proactively while meeting the targets and within the approved budget of the agency.

	<ol style="list-style-type: none"> 3. Provide assistance in the development of agency IT disaster recovery plan and security protocols, including formulation of internal guidelines related to information communication systems. 4. Supervises and manage the ICTD to ensure team effectiveness. 5. Maintain and manage operating system updates, software development, security tools, applications, servers, email systems, including IT software and hardwares. 6. Collaborate with relevant stakeholder to assist the GASS Head in ensuring that the strategic plans and programs of the ICTD aligned to the over-all goals and objectives of the agency (e.g. ISSP); 7. Conduct regular check or audits to meet the information security standards of the relevant oversight government agencies. 8. Serves as an alternate to the GASS Head in various inter-agency and inter-unit committees and mechanisms; and 9. Performs other tasks as may be assigned by the GASS Head and the Presidential Assistant for Internal Management Cluster.
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