FORM 5.5.05A

POSITION DESCRIPTION

THE UNIVERSITY OF THE SOUTH PACIFIC

IDENTIFICATION

Position Title : Head of Digital Business Solutions **Position Number :** LIT028

Section : Digital Business Solutions

Department : Information Technology Services (ITS)

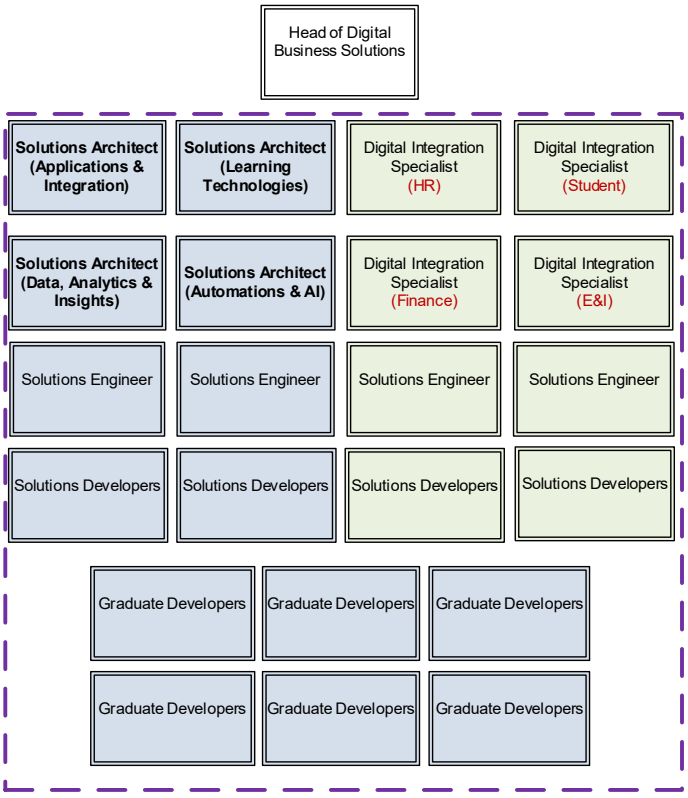
Location : Japan Pacific ICT Center, Building A, Level 2 **Category :** Professional **Grade :** Level 5

Current Incumbent : Vacant **Date of substantive appointment :**

Reports To : Director, ITS **Supervised by:** Director, ITS

ORGANIZATION CONTEXT

Organization chart:



PURPOSE

The Head of Digital Business Solutions provides strategic leadership for the University's business applications, digital platforms and enterprise solutions, ensuring technology enables effective teaching, learning, research, administration and decision-making across USP's regional network. The role is accountable for aligning digital solutions with institutional priorities and delivering secure, integrated and sustainable systems that improve operational effectiveness and stakeholder experience.

NATURE AND SCOPE

The Head of Digital Business Solutions is responsible for the strategic direction, governance, delivery and continuous improvement of USP's portfolio of enterprise applications and digital platforms, including Enterprise Resource Planning (ERP), Learning Management Systems (LMS), business intelligence and data platforms, web and custom-developed applications and related integration services. The role translates institutional priorities into digital capabilities that support the University's core functions of teaching, learning, research, student administration, human resources, finance and operational services across a geographically dispersed, multi-campus environment.

Operating at a strategic and enterprise-wide level, the incumbent provides leadership for application architecture, systems integration, software development, business analysis, digital learning technologies and data and analytics capabilities. The position ensures that technology investments deliver measurable business value, improve service delivery, support evidence-based decision-making and maintain alignment with institutional goals, governance requirements, cybersecurity standards and enterprise architecture principles.

The role serves as the primary link between institutional stakeholders and technology teams, ensuring that business requirements are translated into practical and sustainable digital solutions. The incumbent leads multidisciplinary teams, manages complex vendor and partner relationships and oversees the delivery of digital transformation initiatives that enhance the student and staff experience while maintaining the reliability and performance of mission-critical systems.

The position operates in a complex and fast-changing environment characterised by competing operational and transformation priorities, high dependence on enterprise systems, diverse stakeholder needs and the ongoing management of both legacy and modern technology platforms. The incumbent is accountable for balancing innovation and continuous improvement with operational stability, risk management and service excellence across the University.

POSITION DIMENSIONS

Staff Responsible for:

Directly : 22 Indirectly : _____ Total Level of Costs :

_____ **Limits of Authority:**

Financial : $_____ Non Financial : _____

Key Relationships /Internal and External Contacts:

External	Purpose of contact
• Software vendors and solution providers (ERP, LMS, platforms) • External consultants, implementation partners and system integrators • Higher education and professional networks • Government ministries, regulators and partner agencies	• To manage vendor performance, contracts and service delivery, influence product roadmaps and ensure solutions meet institutional requirements and standards. • To deliver projects and specialised initiatives, provide expert guidance and ensure quality implementation, knowledge transfer and value realisation. • To benchmark practices, share knowledge and stay informed on emerging trends, innovations and best practices in digital and higher education technology. • To ensure compliance with data protection, privacy, security and governance requirements and to align systems with relevant policies and standards.
Internal	**Purpose of contact**
• Executive leadership (VC, DVC's, COO, EDF, EDPWS, Director ITS) for strategic alignment • Heads of Business units (HR, Finance, Student Administration, Operations) for solution delivery • ITS teams for architecture, infrastructure, security and service integration • Risk Compliance and Audit teams (governance, security and assurance of business applications) • End users (staff and students) to ensure effective and user-centric systems	• To **align digital strategy with institutional priorities**, secure sponsorship and funding for initiatives, provide advisory on technology opportunities/risks and report on performance and value delivery. • To **translate business needs into system requirements**, prioritise initiatives, co-design solutions and ensure applications deliver **operational efficiency and service improvement**. • To **ensure integration, standardisation and compliance** of systems with enterprise architecture, infrastructure capabilities, cybersecurity requirements and service delivery frameworks. • To ensure **governance, risk mitigation, audit readiness and compliance** of enterprise business systems and data platforms. • To **gather feedback, understand user experience needs**, drive adoption and ensure systems are **accessible, effective and user-centric**.

KEY RESULT AREAS / KEY ACHIEVEMENT AREAS

Key Result Areas	Performance Measures
1. **Digital Strategy, Governance & Leadership** • Define and drive the digital business solutions strategy and roadmap aligned to institutional priorities • Establish and oversee governance frameworks, policies and prioritization mechanisms • Lead, develop and manage multidisciplinary teams and workforce capability • Advise executive leadership on technology direction, risks and investments	• Alignment of digital initiatives to strategic priorities (%) • Staff engagement, capability development and retention metrics • Governance effectiveness (e.g., decision turnaround, policy compliance)

Key Result Areas	Performance Measures
2. **Enterprise Applications & Service Excellence** • Ensure availability, reliability and performance of ERP, LMS and core systems • Oversee application support, incident and problem management • Manage system lifecycle (upgrades, patches, enhancements) • Maintain and improve service standards and user experience	• System availability and reliability (uptime %) • SLA performance and incident resolution efficiency • User satisfaction and service quality ratings
3. **Solution Delivery, Development & Integration** • Lead delivery of application development and enhancement initiatives • Ensure adherence to architecture, integration and development standards • Promote efficient delivery practices • Manage project timelines, resources and delivery outcomes	• % of projects delivered on time and within budget • Solution quality (defect rates, rework levels) • Compliance with architecture and development standards
4. **Data, Analytics & Business Enablement** • Oversee data platforms and business data reporting capabilities • Establish and enforce data governance and quality standards • Enable data-driven decision-making and self-service analytics • Deliver timely, accurate and relevant management information	• Data quality and accuracy indicators • Adoption and usage of reporting tools • Timeliness and reliability of reporting outputs
5. **Stakeholder Engagement, Value Delivery & Partnerships** • Build and manage relationships with business units and executive stakeholders • Ensure solutions deliver measurable business value and outcomes • Manage vendors, consultants and external partners • Drive user adoption, communication and change management	• Stakeholder satisfaction and engagement levels • Realization of planned business benefits/value • Vendor performance and contract compliance

TERMS & CONDITIONS

Salary : FJD$130,692.29 - FJD$160,103.66 (Level 5)

Length of Contract : 3 years

Gratuity and Allowances : Nil

Other Benefits : Nil

POSITION SPECIFICATION

Qualifications (or equivalent level of learning)

Essential	*Desirable*
• An undergraduate degree and a postgraduate degree, preferably a Masters qualification in Information Technology, Computer Science, Information Systems, or a related discipline and 10 years of relevant management experience. • Relevant professional certification(s) in either IT service management, project/programme management, IT governance, or an equivalent combination of relevant qualifications or significant senior leadership experience in enterprise applications and digital solutions delivery within a complex organisation	• MBA or postgraduate qualification in Business Administration, Leadership, or Strategy • Certifications in enterprise architecture (e.g., TOGAF), cloud platforms, data/analytics, or change management

Knowledge / Experience

Essential	*Desirable*
• Demonstrated experience managing **ERP systems, Learning Management Systems (LMS) and enterprise platforms** • Strong knowledge and progressive experience of **application architecture, systems integration and software development methodologies** • Proven ability to **align technology initiatives with organisational strategy** and deliver measurable business outcomes • Experience leading and developing **multidisciplinary technical teams**, including application development, business analysis and data warehousing functions • Strong experience in **stakeholder engagement at senior and executive levels** • Sound understanding of **IT governance, cybersecurity, risk management and compliance frameworks**	• Experience in the **higher education sector** or a similarly complex, multi-stakeholder environment • Proven involvement in **enterprise-wide digital transformation initiatives** • Experience managing **vendor relationships, contracts and external service providers** • Knowledge of **cloud-based and modern digital platforms** • Experience with **data governance, advanced analytics and business intelligence ecosystems** • Familiarity with **student information systems, academic technologies, or research systems** • Experience working in **multi-campus, regional, or geographically distributed environments**

Key Skills / Attributes / Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	At this level, the incumbent is expected to **lead strategy, define standards and influence institution-wide direction**. • **Digital Strategy & Enterprise Architecture –** Designs and governs the enterprise digital roadmap, ensuring alignment with institutional strategy and long-term sustainability. • **Enterprise Applications Leadership (ERP, LMS, Core Systems) –** Provides authoritative direction on architecture, integration and lifecycle management of mission-critical systems. • **IT Governance, Risk & Compliance –** Establishes governance frameworks, sets compliance standards and ensures institutional adherence to audit and regulatory requirements. • **Digital Transformation Leadership –** Leads major transformation programmes across multiple domains and business units.
Advanced level	At this level, the role **translates strategy into execution and leads complex programmes and teams**. • **Programme and Project Leadership –** Leads large-scale, cross-functional digital initiatives and ensures delivery of outcomes. • **Application Development & Integration –** Oversees development practices, system integration, APIs and solution delivery approaches. • **Data, Analytics & Business Intelligence –** Guides reporting frameworks and data-driven decision-making systems. • **Vendor & Partner Management –** Manages vendor relationships, contracts and performance outcomes. • **Change Management & User Adoption –** Leads organisational change, communication and adoption of new systems.
Working level	At this level, the role ensures **effective execution through teams and systems**. • **Service Delivery & Application Support Oversight –** Ensures day-to-day reliability, incident resolution and service continuity of business applications. • **Business Analysis & Requirements Management –** Oversees translation of business needs into functional and technical requirements. • **System Maintenance & Lifecycle Management –** Coordinates upgrades, patches, enhancements and system health monitoring. • **Team Leadership & Performance Management –** Manages team structures, performance objectives and operational effectiveness. • **Reporting & Operational Decision Support –** Ensures timely and accurate delivery of operational reports and dashboards.
Awareness level	At this level, the incumbent has **general awareness to guide decisions, risk management and alignment**. • **Emerging Technologies (AI, automation, cloud trends) -** Awareness of new technologies and their potential institutional impact. • **Sector Trends in Higher Education Digitalisation –** Understanding of global university digital transformation practices. • **Basic Cybersecurity Concepts –** Awareness of cyber risks, data protection principles and institutional obligations. • **Financial & Procurement Processes (IT-related) –** Understanding of budgeting cycles, procurement frameworks and vendor acquisition processes. • **Legal and Regulatory Environment (Data, Privacy, Compliance) –** Awareness of

	compliance obligations affecting digital systems and data usage.

Core Competencies

1. **Leadership & Strategy**
   - Strategic thinking and digital roadmap development
   - Stakeholder engagement and influence
   - Team management

2. **Technical & Professional**
   - Enterprise applications (ERP, LMS), architecture and integration
   - Development practices and data/BI platforms
   - IT governance, security and service management

3. **Business & Analytical**
   - Business process improvement and analysis
   - Value-driven technology delivery
   - Data-informed decision-making

4. **Personal Effectiveness**
   - Resilience and adaptability
   - Strong communication and negotiation
   - Accountability and continuous improvement mindset

APPROVAL

Supervisor name : _____

Supervisor's Signature : _____

Date : _____

Staff Name : _____

Staff ID : _____

Staff Signature : _____

Date : _____