

**(Terms of Reference)  
For  
Chief Operating Officer**

**Introduction**

The COO will be responsible for managing the IT operations and strategy execution of the company and will provide support to the CEO in carrying out the assigned functions.

**Duties/responsibilities**

- i. Assist the CEO in all strategic/operational matters related to strategic innovation and PSW operations;
- ii. Oversee, supervise and manage post implementation digital operations in collaboration with the CTO, CDO and other officers and staff of the PSWC;
- iii. Monitor the PSW ecosystem performance against benchmarks and KPIs agreed with the PSW Governing Council, Customs and OGAs and initiate corrective/remedial measures as needed;
- iv. Help conduct performance measurement of Customs, OGAs, and individual users using system enabled tools;
- v. Maintain and build trusted relationships with key customers, clients, partners, and stakeholders;
- vi. Provide support to the CEO and other members of the Executive Office in making IT related business decisions where needed.

**Program Management**

- i. Establish Program Management practice to ensure each internal or external project is executed with proper project management approach and realize benefits for the client;
- ii. Hire and allocate team of project managers to execute relevant programs and projects
- iii. Introduce project management methodology to carry out projects through proper scope, time, cost, risk, stakeholder and communication management.
- iv. Develop project templates, guidelines, framework and forms for managing projects as per PMI Standards.
- v. Develop project closure reports, lesson learned document and perform health check on benefits realization.
- vi. Review and recommend improvement plan for PMO structure, including timelines, risk registers, cost and performance frameworks with regards to PSW system implementation and other Platforms.

**Special Initiatives**

- i. Define and supervise WeBOC transformation program which may include:
  - a. Business Process Reengineering of current customs processes
  - b. Technology assessment and usage of new technology architecture
  - c. Improve the existing capacity and capability to use the future customs management system;
  - d. Identify and develop trade innovation products by utilizing emerging technologies such as Artificial Intelligence, Robotics Process Automation and Data Analytics etc.

- ii. Support the PSWC in establishing consulting practice to provide management and technology implementation consulting services to other government agencies in partnership with PSW.
- iii. Analyze internal operations, identify areas of process enhancement, and suggest appropriate measures where required;
- iv. Execute actionable business strategies, operational and strategic plans that ensure alignment with short-term and long-term objectives of the Company in consultation with CTO under the supervision of the CEO;

### **Digital Operations & Network Support**

- i. Supervise PSW operations in consultation with the CTO with a view to ensuring the smooth functioning of the system;
- ii. Ensure provision of quality customer service through relevant technology-based solutions (such as call centers etc.);
- iii. Define periodic briefings with reporting managers with a view to monitor performance;
- iv. Ensure compliance with company policies related to each department & external partners for Data Center, Network support etc.
- v. Provide guidance and oversight to the leadership on hiring of the technical staff including vendor evaluation, selection criteria and monitoring to ensure quality delivery of product.

### **Information Security Management**

- i. Supervise and manage to protect the trade related information that is confidential in nature through implementation of enterprise-wide security & governance strategy & guidelines, tools, techniques and world class security standards.
- ii. Design and implement Information/Data Security Policies and Procedures based on ISO 27001 standards and best practices.
- iii. Ensure that disaster recovery and business continuity plans are in place and tested;
- iv. Review and approve security policies, controls and cyber incident response planning;

### **Qualifications/Experience**

- i. Master's degree in Business Administration, Public Administration, Economics, Operational Management or any other related field;
- ii. At least 15 years' relevant experience of working in large size enterprises or a multinational corporation with 5 years of working on a senior executive/decision making position;
- iii. Prior experience of working as a COO of a similar ICT based organization will be considered an asset.

**Maximum age limit** = 50 Years

**Location:** The position is Islamabad based

### **Period of Service:**

The services of Chief Operating Officer are initially required for three years, further extendable based on performance as per terms and conditions mutually

### **Application Procedure:**

Candidates are advised to apply via following link; "<https://hiring.rozee.pk/job/preview/1179345>"