VANUATU NATIONAL PROVIDENT FUND

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POSITION DESCRIPTION

Position Title	Manager, ICT Department
Position Number	7004
Position Evaluation Completed	Yes
Division	Corporate Services
Department/Unit	ICT Department
Reports To	Director, Corporate Services Division
Responsible For	1. Senior Network & Internet Protocol (IP) Engineer 2. Senior Cyber Security Analyst 3. Senior Information Systems Management Administrator
Number of Direct Reports	3
Number of Total Reports	9
Location	VNPF Head Office
Position Purpose	The Manager, ICT Department leads VNPF's technology services, infrastructure, systems, cybersecurity and ICT team, ensuring reliable, secure and responsive digital capability that supports operations, member services and strategic transformation.
Date	18 November 2026

Organisation Vision & Mission

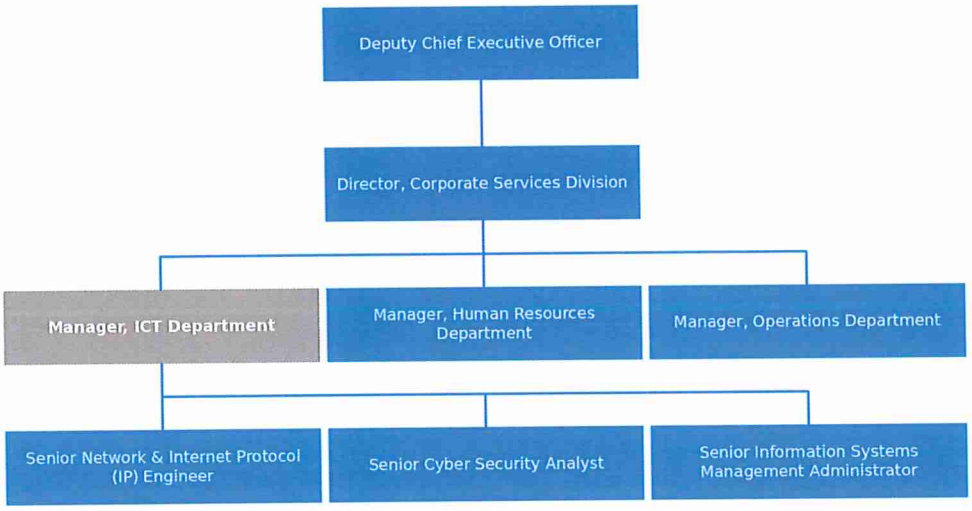
Vision

Honestly serving our Members throughout their lifetime and when needed.

Mission

To ensure the financial and economic security of the Members of VNPF through professional and ethical leadership.

Organisation Context



Key Relationships

Internal	Purpose of Contact
• Board and Sub-Boards/Committees • Chief Executive Officer and Deputy Chief Executive Officer • Director, Corporate Services Division • ICT team • Executive management, divisional directors, managers and VNPF staff	• Receive strategic direction and provide ICT performance, risk and investment advice • Set priorities, allocate work, manage performance and develop capability • Understand business needs, deliver support and coordinate technology change
External	**Purpose of Contact**
• Technology vendors, suppliers and service providers • Government and regulatory bodies where applicable • External ICT, cybersecurity and professional advisers	• Procure and manage technology services, contracts and vendor performance • Support compliance, information-security and authorised reporting requirements • Obtain specialist support and coordinate major ICT initiatives

Financial Responsibilities

Controls a budget: Yes.

Refer to Financial Delegations for further information.

Key Result Areas (KRAs)

The position of Manager, ICT Department encompasses the following major functions or Key Result Areas:

1. ICT Strategy, Governance & Architecture
2. Infrastructure, Systems & Service Delivery
3. Cybersecurity, Data & Business Continuity
4. Projects, Vendors & Budget Management

5. People Leadership & Stakeholder Service

1. ICT Strategy, Governance & Architecture

Jobholder is responsible to	Jobholder is successful when
• Develop ICT plans, standards, policies and priorities aligned with VNPF strategy. • Advise management on technology investment, architecture, risk and emerging needs. • Maintain ICT governance, asset and licensing controls. • Monitor implementation of approved ICT plans. • Maintain an ICT roadmap that coordinates technology renewal, capability and investment priorities.	• ICT plans and standards support organisational priorities and approved architecture. • Technology risks, investments and performance are clearly reported. • Policies, assets and licences are current and appropriately controlled. • The ICT roadmap remains current and provides a clear basis for technology investment and renewal decisions.

2. Infrastructure, Systems & Service Delivery

Jobholder is responsible to	Jobholder is successful when
• Oversee reliable networks, infrastructure, applications and user-support services across Head Office and branches. • Monitor service performance, incidents and recurring problems. • Ensure technology assets are maintained, supported and documented. • Prioritise restoration of critical services and escalate material issues. • Coordinate capacity, performance and lifecycle planning for critical technology services.	• Core ICT services meet agreed availability and support requirements. • Critical incidents are restored or escalated promptly. • Recurring service issues are identified and addressed. • Service capacity, performance and lifecycle risks are identified early and addressed through planned action.

3. Cybersecurity, Data & Business Continuity

Jobholder is responsible to	Jobholder is successful when
• Oversee cybersecurity controls, access management, data protection and technology risk. • Maintain disaster-recovery, backup and ICT continuity arrangements. • Coordinate security incident response and corrective action. • Promote secure technology practices across VNPF.	• Material cyber and data risks are identified and managed. • Backups and recovery arrangements are maintained and tested. • Security incidents receive timely and controlled response.

4. Projects, Vendors & Budget Management

Jobholder is responsible to	Jobholder is successful when
• Plan and govern ICT projects, changes and implementations. • Manage vendors, contracts, service levels and technology procurement. • Prepare and monitor the ICT budget within approved authority. • Ensure changes are tested, authorised, documented and supportable.	• Projects and changes meet approved scope, governance and operational-readiness requirements. • Vendor obligations and service levels are actively managed. • ICT expenditure remains within approved budgets and delegations.

5. People Leadership & Stakeholder Service

Jobholder is responsible to	Jobholder is successful when
• Lead, allocate and monitor the work of ICT staff.	• Team priorities and accountabilities are clear.

• Set performance expectations and develop team capability, culture and succession. • Maintain effective relationships with users and provide practical ICT advice. • Coordinate training and adoption of systems and policies.	• Performance and capability needs are addressed. • Users receive responsive support and clear guidance.

Work Complexity

- Maintaining reliable and secure ICT services across Head Office and provincial branches
- Balancing urgent operational incidents with strategic projects, cybersecurity and technology renewal
- Making technical and investment recommendations where failures could affect critical member and employer services
- Managing complex vendors, infrastructure dependencies, data protection and business-continuity risks
- Effectively develop and manage their departmental budget

Person Specification

This section captures the expertise required for the position at the fully effective level. It does not necessarily reflect the current jobholder.

Qualifications (or equivalent level of learning)

Essential	Desirable
Bachelor's degree in Computer Science and Information System	Relevant Masters Degree

Knowledge / Experience

Essential	Desirable
Relevant experience managing ICT infrastructure, systems and services Experience leading ICT staff and technology projects	Experience supporting a multi-site, financial-services or regulated organisation

Key Skills / Attributes / Job Specific Competencies

- Leadership skills
- Service-management focus
- Cybersecurity, data and continuity awareness
- Project management skills
- Relevant financial acumen
- Analytical problem-solving and decision-making
- Stakeholder communication and service orientation

Change to Position Description

From time to time it may be necessary to consider changes in the position description in response to the changing nature of our work environment, including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

Employee Name		Date:
Employee Position Title	Manager, ICT Department	
Employee Signature		
Approved:	Paul Kaun	Date:
Position Title	Chief Executive Officer	
Signature		