

JOB DESCRIPTION – HEAD OF INFORMATION TECHNOLOGY

OVERVIEW OF THE CORPORATE INCOME TAX AGENCY (CITA)

The Corporate Income Tax Agency (CITA) is a statutory body established under the Corporate Income Tax Agency Act 2024 in Bermuda. The Agency is responsible for administering and implementing the corporate income tax regime to support Bermuda's economic goals and maintain its status as a leading international financial centre.

SECTION A: JOB INFORMATION SUMMARY

Post Identification	
Job Title:	Head of Information Technology
Job no/ID:	TBD
Department:	Information Technology
Employment Term:	Full-time position
Reports to:	Chief Operating Officer (COO)
Supervises:	Manager of Applications and Manager of Desktop Support
Grade:	Senior Manager
Work Environment:	Work Schedule: Minimum 60% in-office and up to 40% remote

SECTION B: JOB PURPOSE

Brief statement outlining the reason the role exists
<p>The Head of Information Technology is responsible for leading the strategic planning, implementation, and management of IT systems and infrastructure to support the operations of CITA. This role ensures that technology solutions align with CITA's corporate tax administration framework, enabling efficient taxpayer services, secure data management, and compliance with regulatory requirements.</p> <p>The position oversees IT governance, cybersecurity, system integration, and digital transformation initiatives, ensuring that CITA's IT environment remains resilient, secure, and capable of supporting evolving business needs. The Head of IT also provides leadership in IT operations, service delivery, and technical support, ensuring that internal teams and external stakeholders have access to reliable and effective technology solutions.</p>

SECTION C: KEY RESPONSIBILITIES

Responsibility	Description
IT Strategy & Digital Transformation	<ul style="list-style-type: none">Develop and execute CITA's IT strategy, ensuring alignment with corporate tax administration needs and digital transformation goals.Lead IT modernisation initiatives, integrating emerging technologies such as cloud computing, automation, and data analytics.Oversee the development and implementation of enterprise IT solutions, including taxpayer service platforms and digital payment systems.Drive innovation in IT service delivery, enhancing operational efficiency and improving taxpayer interactions.
IT Governance & Compliance	<ul style="list-style-type: none">Ensure IT operations adhere to Bermuda's data protection laws, cybersecurity regulations, and international compliance standards (e.g., OECD tax regulations, GDPR, and ISO 27001).Develop and enforce IT governance policies, ensuring compliance with public sector best practices and CITA's operational mandates.Monitor IT risk management frameworks, proactively identifying and mitigating cybersecurity threats and operational risks.Maintain a business continuity and disaster recovery plan, ensuring resilience in IT systems and data protection protocols.
Cybersecurity & Data Protection	<ul style="list-style-type: none">Oversee the implementation of cybersecurity frameworks, protecting sensitive taxpayer data and preventing cyber threats.Ensure data encryption, access control, and network security protocols are in place to safeguard information assets.Lead IT incident response planning, ensuring rapid mitigation and resolution of security breaches.Conduct regular IT audits and vulnerability assessments, maintaining robust security measures in line with regulatory requirements.
IT Operations & Infrastructure Management	<ul style="list-style-type: none">Manage IT infrastructure, ensuring reliability, performance, and scalability to support CITA's tax administration systems.Oversee the implementation, maintenance, and security of IT systems, including cloud environments, databases, and software applications.Ensure the integration of IT platforms to support seamless taxpayer services, online filing, and digital payment processing.

Responsibility	Description
	<ul style="list-style-type: none"> Optimise IT resources and infrastructure to ensure cost efficiency and high availability of IT services.
Leadership & Team Management	<ul style="list-style-type: none"> Lead and develop a high-performing IT team, ensuring continuous professional development and technical upskilling. Foster a culture of innovation, accountability, and operational excellence within the IT department. Provide mentorship and career development opportunities, building technical expertise across IT functions. Promote collaborative work environments, encouraging cross-departmental engagement to enhance IT service integration.
Stakeholder Engagement & Vendor Management	<ul style="list-style-type: none"> Collaborate with government agencies, regulatory bodies, and industry stakeholders to align IT strategies with national tax administration objectives. Manage technology vendors, service providers, and external consultants, ensuring IT contracts align with CITA’s strategic needs. Negotiate service-level agreements (SLAs) with IT partners, ensuring high-quality service delivery and system reliability. Provide technology guidance to executive leadership, ensuring informed decision-making on IT investments and priorities.
Digital Service Delivery & IT Support	<ul style="list-style-type: none"> Oversee end-user support services, ensuring efficient resolution of IT-related issues for both internal users and external taxpayers. Lead the development of self-service digital platforms, improving taxpayer access to services such as tax filing and compliance assistance. Implement IT service management (ITSM) frameworks, ensuring efficient ticket resolution, system uptime, and service excellence. Enhance user experience by adopting automation, chatbots, and AI-driven solutions for taxpayer interactions.
Miscellaneous	<ul style="list-style-type: none"> Perform other duties as requested by the COO.

SECTION D: COMPETENCIES

Competency	Description
Leadership & People Development	<ul style="list-style-type: none"> Inspires and motivates IT teams, fostering a culture of accountability, performance, and innovation. Provides mentorship and career development, ensuring IT staff are upskilled in emerging technologies and best practices. Demonstrates decisive leadership, guiding IT initiatives while managing risks and organisational change.
Customer-Focused Approach	<ul style="list-style-type: none"> Champions user-friendly technology solutions, ensuring IT enhances taxpayer and employee experiences. Ensures IT services are responsive, accessible, and aligned with the needs of internal and external stakeholders. Drives service excellence in IT support, ensuring timely issue resolution and proactive system improvements.
Communication & Influence	<ul style="list-style-type: none"> Clearly articulates complex IT concepts to non-technical stakeholders, ensuring alignment on technology initiatives. Uses strong negotiation skills to manage vendor relationships and secure cost-effective IT solutions. Influences executive leadership on IT investments, ensuring strategic technology decisions align with CITA’s objectives.
Adaptability & Resilience	<ul style="list-style-type: none"> Quickly adapts to evolving cybersecurity threats, regulatory changes, and technology advancements. Manages high-pressure situations, ensuring IT services remain operational and secure during system failures or cyber incidents. Maintains flexibility in decision-making, adjusting IT strategies as organisational needs and external factors change.
Ethical Judgement & Integrity	<ul style="list-style-type: none"> Upholds high ethical standards in IT governance, data security, and risk management. Ensures transparency in IT procurement and project management, maintaining accountability and compliance. Protects sensitive taxpayer information, ensuring IT policies align with confidentiality and regulatory requirements.
Stakeholder Engagement & Collaboration	<ul style="list-style-type: none"> Builds trusted relationships with government agencies, regulatory bodies, and industry experts to ensure IT compliance and best practices. Works cross-functionally, ensuring IT services integrate seamlessly with taxpayer services, compliance, and policy divisions. Promotes collaborative problem-solving, engaging teams to address IT challenges and drive system enhancements.

Competency	Description
Strategic Thinking, Vision and Innovation	<ul style="list-style-type: none"> Anticipates future technology trends and proactively integrates digital solutions to enhance IT capabilities. Aligns IT strategy with CITA's long-term vision, ensuring technology supports tax administration and compliance. Drives continuous improvement, leveraging new technologies to enhance efficiency and taxpayer service delivery.
Problem-Solving & Critical Thinking	<ul style="list-style-type: none"> Proactively identifies and mitigates IT risks, ensuring system security, compliance, and operational efficiency. Uses data-driven insights to troubleshoot technical issues and optimise IT infrastructure performance. Demonstrates analytical thinking, assessing the impact of IT investments and strategic initiatives.
Innovation & Change Management	<ul style="list-style-type: none"> Leads digital transformation initiatives, integrating emerging technologies to modernise CITA's IT infrastructure. Encourages a culture of continuous innovation, ensuring IT solutions remain agile, scalable, and forward-thinking. Manages change effectively, ensuring smooth adoption of new technologies, systems, and processes. Proactively identifies opportunities for automation and process optimisation, driving efficiency across IT operations.

SECTION E: QUALIFICATIONS, KNOWLEDGE & EXPERIENCE

Description	
Education:	<ul style="list-style-type: none"> Bachelor’s degree in Information Technology, Computer Science, Information Systems, Cybersecurity, or a related field. Master’s degree in IT Management, Business Administration (MBA), Cybersecurity, or Digital Transformation is preferred. Relevant professional certifications such as Certified Information Systems Security Professional (CISSP), Certified Information Systems Auditor (CISA), ITIL Certification, Project Management Professional (PMP), or equivalent are an asset.
Knowledge:	<ul style="list-style-type: none"> Strong understanding of IT governance, digital transformation, and enterprise IT management frameworks. In-depth knowledge of IT infrastructure, cloud computing, cybersecurity, and data protection regulations. Familiarity with corporate tax administration systems, enterprise resource planning (ERP), and taxpayer service technologies is preferred. Expertise in IT risk management, regulatory compliance, and data security best practices. Knowledge of emerging technologies, including artificial intelligence (AI), automation, and blockchain, and their application in public sector services. Strong understanding of IT service management (ITSM) best practices, including system reliability, network security, and data integrity.
Experience:	<ul style="list-style-type: none"> Minimum 10 years of IT experience, with at least 5 years in a senior IT leadership role managing enterprise-wide technology initiatives. Proven experience in IT infrastructure management, systems integration, and cybersecurity in a regulated environment. Demonstrated success in leading digital transformation projects, modernising IT systems, and implementing cloud-based solutions. Experience in stakeholder engagement, working with government agencies, regulatory bodies, and external technology vendors. Track record of managing IT budgets, vendor contracts, and service-level agreements (SLAs) to ensure cost-effective technology solutions. Experience leading IT teams, mentoring staff, and fostering a high-performance technology-driven culture.

AUTHORISATION/CONFIRMATION

LINE OFFICIAL SIGNATURE:		DATE:	
HR OFFICIAL SIGNATURE:		DATE:	