

Chief Industry Development Officer (CIDO)

Pakistan Software Export Board

Pakistan's IT and ITeS sector is experiencing phenomenal growth in export revenues. Pakistan Software Export Board (PSEB), the Apex body of the Ministry of IT and Telecommunication, is responsible for the development and capacity building of IT and IT-enabled Services (ITeS) sector in Pakistan, for ensuring exports growth, and brand building of Pakistan and its IT and ITeS industry globally.

Reports to: Chief Executive Officer, PSEB

Work Location: Islamabad (requires occasional domestic travel and at times travel abroad)

Maximum Age: 50 years

About the Role:

CIDO to hold a key senior management role in PSEB with the responsibility of facilitating the IT & ITeS sector by actively engaging relevant public and private stakeholders to resolve issues and remove impediments to enable smooth business operations of IT & ITeS businesses as well as Freelancers in the country. The incumbent will ensure fast-track registration of IT & ITeS companies, call centers, and Freelancers with PSEB, and provide consulting and counselling services to the IT & ITeS sector.

The role will require planning, development, and execution of projects and programs for capacity building of the IT & ITeS sector, creation of partnerships with relevant government and private sector organizations, development of infrastructure to ensure availability of IT-enabled office facilities across the country, and facilitation of IT & ITeS sector in all business and operations related matters.

The role will require leading skills development and capacity building projects and programs for the IT & ITeS sector, including training/certifications, internships, company level certifications, made in Pakistan & localization initiatives, etc., and require building strong industry-academia linkages.

The incumbent will lead the development of state-of-the-art IT Parks, Software Technology Parks, BPO Centers, and Excellence Centers across the country, providing an enabling environment to IT & ITeS businesses and Startups to carry out research and development, innovate, and build globally competitive products and solutions, and offer software consultancy and BPO services worldwide.

Qualification & Experience:

- Minimum 16 years of education in engineering, computer sciences, or management disciplines from HEC-recognized local or international University, preferably with a higher degree in management, business administration, or finance. PMP certification would be an advantage.
- Minimum 15 years of post qualification experience in handling skills development programs, infrastructure development, managing regulatory affairs, dealing with taxation issues, undertaking initiatives for ease of doing business and reducing cost of doing business, building industry-academia linkages; including five years of demonstratable project management experience. A minimum of three years of experience in a relevant leadership role is required, preferably in a technology-driven organization.

Key Responsibilities:

- The incumbent will be responsible for facilitating the IT and IT-enabled Services (ITeS) sector comprising IT & ITeS companies, call centers, and Freelancers in all matters related to ease of doing business, cost of doing business, providing consulting and counselling services to the IT & ITeS sector in resolving regulatory, commercial and compliance issues, removing impediments, or providing any other facilitation needed for establishing and operating business operations in the country.
- Actively engage public and private stakeholders to facilitate the IT & ITeS sector, including but not limited to the Ministry of Information Technology and Telecommunication, Ministry of Commerce, Ministry of Foreign Affairs, Ministry of Planning, Development & Special Initiatives, Ministry of Finance, Board of Investment, Securities and Exchange Commission of Pakistan, State Bank of Pakistan, Pakistan Telecommunication Authority, Public Procurement Regulatory Authority, Federal Board of Revenue, provincial tax authorities, provincial IT Boards, Pakistan Software Houses Association, Chambers of Commerce & Industry, business & employee insurance providers etc.
- Responsible for planning, development, and execution of IT & ITeS industry skills development and capacity building programs and projects including but not limited to technology training/certifications, management training, soft skills development, on-the-job training and internships, company-level international certifications, Made in Pakistan & localization initiatives etc.
- Build a strong Industry-Academia linkage to develop globally competitive tech talent and build a strong ICT higher education accreditation and assessment body in Pakistan that ensures international recognition of ICT higher education from Pakistan on forums such as the Seoul Accord and acceptable in leading technology-advanced countries.
- Responsible for planning, development, and execution of projects and programs to build state-of-the-art IT Parks, Software Technology Parks, BPO Centers, and Excellence Centers across the country, providing an enabling environment to IT & ITeS businesses, freelancers, and startups.
- Responsible for PSEB registration of IT & ITeS companies, call centers, and Freelancers to power a comprehensive industry portal and marketplace, searchable on multiple criteria and access to potential investors, customers, and Pakistani diaspora. Ensure availability of data at industry/company/individual level to enable informed planning and decision-making on policies, programs, and projects for the development of the IT & ITeS sector.
- Any other responsibilities assigned from time to time by CEO and PSEB's Board of Directors.