JOB DESCRIPTION

Post: **Digital Business Operations Manager**

Classification: **Professional Category**

General Duties:

Under the direction and supervision of the Director or Secretary-General, in close coordination with internal and external parties concerned, the successful candidate will be responsible for the development, design, implementation, and management of the digital transformation roadmap for the APO.

While carrying out their duties, all APO Secretariat staff members are required to observe and comply with organizational rules and regulations including Staff Regulations and Rules, Project Regulations, Financial Regulations, and all other financial provisions relating to the implementation of APO projects as decided by the Governing Body and the Secretary-General, as well as any other relevant administrative memos.

Responsibilities:

1) Develop and manage digital technologies and platforms aligned with APO strategies.

2) Facilitate the successful development and implementation of the ERP and other digital systems that require the integration of interrelated systems while ensuring data consistency and security.

3) Facilitate and support the execution of digital strategies, including providing specialized advice to operational teams to develop new digital applications.

4) Develop training materials and manuals to support the training and development of staff using the digital systems.

5) Maintain and upgrade existing digital platforms and provide user support including solving technical problems and advising on the use of new techniques.

6) Provide guidance and coordinate technical support with relevant external service providers.

7) Prepare reports, proposals, and other deliverables as required by the organization.

8) Perform other duties that may be assigned by the Director or Secretary-General.

Experience and Qualifications:

1) A minimum of 10 years in professional and management positions in an international environment with experience in IT and communications.

2) Proven work experience in digital program management and delivery of digital systems.

3) Technical expertise in ERP system implementation, analytical tools, social media tools, and managing multiple websites and/or digital platforms.

4) A bachelor's degree in computer science or electronic engineering from a reputable college or university and preferably a master's degree in business administration or recognized professional qualifications.

5) Excellent communication skills in English, the official working language of the APO, with business-level Japanese fluency.

6) Able to express technical concepts in simple terms to reach the broadest possible audience.

7) A future-oriented perspective with an innovative, continuous improvement mindset.