



206

PALLI KARMA-SAHAYAK FOUNDATION (PKSF)

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Terms of Reference (ToR) for Chief Technology Officer (CTO)

1.0 Background

Palli Karma-Sahayak Foundation (PKSF), an apex development organization established by the Government of Bangladesh, is mandated for poverty alleviation through sustainable employment generation. As a second-tier organization, PKSf implements all programs and projects through more than 200 of its Partner Organizations (POs) across the country, extending diversified financial and non-financial services covering over 2 crores members using it's and POs' digital network.

The Chief Technology Officer (CTO) will serve as the key technical lead at PKSf's Information Technology and Digital Solutions Division, providing strategic technological direction, technical leadership, and operational oversight across all IT functions. The CTO will be responsible for driving digital transformation initiatives, ensuring the development of innovative application solutions, maintaining secure and scalable IT infrastructure, and strengthening data management and reporting systems. The role involves aligning IT strategies with PKSf's organizational goals, overseeing the implementation of modern technologies, and ensuring that digital platforms effectively support decision-making, service delivery, and institutional growth.

PKSF is also planning to implement a robust Decision Support System (DSS), a comprehensive digital platform to support data-driven decision-making across its microfinance operations, development projects, and partner organization activities. The DSS will provide real-time dashboards, advanced analytics, and reporting tools to help management and relevant stakeholders make timely and strategic decisions. It will also improve transparency, accountability, and monitoring efficiency, fully aligning with PKSf's strategic objectives.

2.0 Name of the Position

Chief Technology Officer (CTO)

3.0 Duty Station

The incumbent will be stationed in Dhaka. Occasional field visits may be required as per organizational needs.

4.0 Employment Duration

This is a contractual position for an initial period of four (4) years, subject to annual renewal on satisfactory performance and dynamism.

5.0 Roles, Responsibilities and Key Tasks

The Chief Technical Officer (CTO) will provide strategic, technological and operational leadership for PKSf's Information Technology and Digital Solutions function, driving technology vision, digital transformation, and IT governance. The CTO will align all digital



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initiatives with PKSF's mission, strategic objectives, and institutional growth. The responsibilities include but are not limited to the following:

5.1 Strategic IT Planning & Leadership

- Develop, update and oversee implementation of PKSF's IT strategy and digital transformation roadmap in alignment with organizational priorities.
- Provide leadership to the IT team by setting clear objectives, professional standards and development goals.
- Advise senior management on emerging technology trends, opportunities, and risks that can strengthen PKSF's institutional capacity.

5.2 IT Infrastructure Deployment & Maintenance

- Ensure robust, scalable, and reliable IT infrastructure including servers, data centers, cyber security, data protection and networks.
- Oversee maintenance, monitoring, backups, disaster recovery, business continuity planning.
- Assure high availability and secure connectivity for both central and field operations.

5.3 Integrated Application Solutions and Digital Platform Management

- Supervise development and integration of core/cross functional modules of DSS, dashboards, and reporting systems ensuring seamless interoperability through REST APIs and microservices.
- Lead requirement analysis, design, and implementation of new systems and upgrades ensuring integration across financial, programmatic, and HR systems.
- Promote system interoperability and data quality across platforms.

5.4 Data Management, Analytics & Reporting

- Ensure that data collection, processing, storage, and retrieval practices are reliable, efficient, and secure.
- Promote use of analytics, dashboards, real-time reporting to support decision making.
- Ensure appropriate data governance, privacy, compliance with relevant laws/regulations.

5.5 Cybersecurity & Risk Management

- Develop and enforce policies and procedures for securing PKSF's information assets.
- Oversee security audits, risk assessments, vulnerability testing, intrusion detection.
- Ensure compliance with relevant standards (national/international) and donor requirements.

5.6 Vendor Management & Procurement

- Manage relationships with IT vendors, service providers, consultants.
- Oversee procurement of hardware, software, services, ensuring compliance with PKSF procurement rules, value for money, and quality.
- Ensure contracts, SLAs are well defined and performance monitored.

5.7 Budgeting & Resource Planning

- Prepare and manage IT department budget; forecast capital & operational expenses.
- Ensure cost efficiency; monitor expenditure, explore cost saving options.

5.8 Policy Development & Compliance

- Formulate and regularly update IT-related policies (data protection, privacy, backup, BCP, Cyber Security, IT Policy etc.).
- Guarantee compliance with IT audit and external regulatory requirements.



202

PALLI KARMA-SAHAYAK FOUNDATION (PKSF)

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5.9 Innovation & Technology Adoption

- Introduce and pilot emerging technologies such as cloud computing, AI/ML, and mobile tools to enhance PKSf operations.
- Promote automation and continuous improvement within digital processes.
- Promote ERP analytics, workflow automation, and DSS integration for enterprise-wide data-driven decision-making.

5.10 Coordination & Collaboration

- Coordinate with PKSf departments and Partner Organizations to ensure standardization and interoperability of ICT systems.
- Represent PKSf in external ICT forums and networks to share best practices and innovations.

5.11 Supervision and Monitoring

- Establish KPIs / performance indicators for IT services and track them.
- Regular reporting on system uptime, incident response, user satisfaction, project milestones, etc.

5.12 User's Capacity Building

- Ensure helpdesk / user support services function well; users (staff and possibly partners) get timely support, training.
- Identify skills gaps; organize training for staff on IT tools, security protocols, new systems.

6.0 Academic and other qualifications

- Candidates must have a Bachelor's degree in Computer Science/Computer Science & Engineering/Information Technology/Software Engineering/Information and Communication Engineering/Information and Communication Technology/Computer Information Systems from a recognized university. Masters in Data Science/Computer Science/Computer Science & Engineering/Information Technology/Business Administration/Development Studies will be considered an additional qualification.
- Applicants must have at least two First Divisions/Classes or equivalent CGPA in their academic record.
 - Any Third Division/Class in any examination is not acceptable.
 - First Class/Division will be determined based on the candidate's regular degree (SSC, HSC, Bachelor's degrees or equivalents only).

7.0 Experience & Required Skills

- Mandatory Experience and Required Competencies of the Candidate:
 - Minimum 20 (twenty) years of relevant IT operation or/and IT management experience in financial institutions/government/non-government organizations or technology-driven enterprises.
 - Within the above 20 years, at least 05 (five) years of experience in IT leadership and operations management, including Senior Management-level responsibilities, particularly involving integrated platforms, ERP systems/any large-scale software system and IT infrastructure.
 - Proven track record of successful digital transformation project delivery within budget and timeline constraints.



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- ii. Preference will be given to the candidates with demonstrated experience and proficiency in the following areas:
- Experience with Software Development Life Cycle (SDLC) management, IT Service Management (ITSM), data migration, and system integration.
 - Experience in leading or overseeing large-scale ERP platforms, including system integration, modular rollout, and performance governance.
 - Background in vendor selection, contract management, performance evaluation, and procurement compliance.
 - Strong knowledge in cybersecurity and IT risk management, business continuity management, disaster recovery planning, and compliance with relevant IT laws and data protection regulations in Bangladesh and donor environments.
 - Strong ability in procurement of IT hardware and software, negotiating vendor contracts, and managing Service Level Agreements (SLAs) to ensure cost-effective and efficient service delivery.
 - Proficiency in project management tools and KPI based monitoring.
 - Understanding of software development methodologies, AI-based systems, workflow automation, and cloud platforms.
 - Knowledge of programming languages, database technologies, network infrastructure, and cybersecurity principles, with experience in version control systems, integration tools, monitoring software, and disaster recovery solutions.
 - Candidates should have strong knowledge of Microservices architecture, RESTful API integration, and advanced database management [Both Relational Databases (RDBMS) and NoSQL Databases], CI/CD pipeline management version control and automated testing to lead enterprise IT initiatives.

8.0 Age limit

Minimum 45 years on the last date of application.

9.0 Salary and other benefits:

- Consolidated monthly salary will be BDT 3,20,000/- (Three Lac Twenty Thousand only)
- Car facilities will be provided.
- Other admissible benefits (Annual Salary Increment, Festival Allowance, Bangla Noboborsho Allowance, Mobile Allowance, Group Insurance, etc.) as per PKSF policies.
- Salary and other admissible benefits (if any) are inclusive of all taxes as imposed by the Government of Bangladesh. All relevant Taxes will be deducted at sources as per the Government rules.

PKSF is an equal opportunity employer and seeks to employ and assign the best-qualified personnel for all of its positions in a manner that does not unlawfully discriminate against any person because of his/her specific identities, such as race, religion, gender, disability or any other status or characteristics protected by the laws of the country.