



The African School of Governance (ASG) is a leading public policy and leadership education institution dedicated to empowering a new generation of purpose-driven African leaders. With a foundation rooted in African perspectives and global standards, ASG is committed to cultivating leaders who can address the complex challenges of the 21st century, both on the continent and worldwide.

At the African School of Governance, we are shaping a new era of leadership in Africa through a world-class public policy education, innovative research, and dynamic policy engagement focused on Africa's unique experiences. We aim to address the continent's pressing governance challenges by equipping emerging leaders with the mindsets, skills, and knowledge required for effective leadership.

ASG's vision is to nurture a prosperous and peaceful Africa where purpose-driven leaders have the mindsets, knowledge, and skills to drive sustainable development for all. The mission is to nurture leaders to drive Africa's sustainable development by providing innovative public policy education, cutting-edge research, and a platform for policy engagement that fosters transformative governance tailored to the continent's unique values and opportunities.

ASG seeks to address this gap in African public policy education and research while joining a network of other world-class institutions across the region and globe.

JOB DESCRIPTION

JOB DETAILS

JOB TITLE: IT Officer

REPORTS TO: Manager Technology

JOB REF: ASG/HR032

DEPARTMENT: Finance and Operations

Job / Role Purpose:

The IT Officer is responsible for managing and maintaining critical aspects of ASG's IT infrastructure. The role will encompass various technical domains, ensuring the smooth operation of hardware, network, and security systems.

Key duties and responsibilities

Laptop Management

- **Procurement and Deployment:** Oversee the acquisition, configuration, and deployment of laptops for employees.
- **Maintenance and Troubleshooting:** Regularly maintain laptops, diagnose hardware and software issues, and provide technical support to end-users.
- **Security Measures:** Implement security protocols for laptops, including encryption, access controls, and antivirus software.

Accounts and Mail Systems

- **User Account Management:** Create, modify, and deactivate user accounts across various systems (e.g., Active Directory, email servers).

- Email Administration: Manage email accounts, troubleshoot email-related issues, and ensure proper functioning of mail servers.

Network Administration

- Network Devices: Monitor and maintain network devices (routers, switches, firewalls) to ensure optimal performance and security.
- Network Troubleshooting: Diagnose and resolve network connectivity issues.
- Network Security: Implement security measures such as firewalls, intrusion detection systems, and VPNs.

Server Management

- Server Maintenance: Regularly inspect and maintain servers (physical or virtual) to prevent downtime.
- Backup and Recovery: Set up and manage data backup systems for servers.
- Server Security: Implement security patches, access controls, and monitoring tools.

Security Measures

- Physical Security: Ensure physical security of hardware assets (servers, laptops, networking equipment).
- Access Controls: Define and enforce access controls for various systems.
- Vulnerability Management: Regularly assess and address security vulnerabilities.

Documentation and Reporting

- Inventory Management: Maintain accurate records of hardware inventory, licenses, and warranties.
- Incident Reporting: Document incidents, resolutions, and preventive measures.

Ad hoc

- Any other duties appropriate to the role as required by the Supervisor.

Expected Outputs/ Deliverables

- User accounts
- Updated and accurate IT equipment records/documentation
- Efficient access controls
- Periodic IT incident reports
- Quarterly IT inventory reports
- Data backup
- Stable network connectivity
- IT equipment/asset storage

PERSON SPECIFICATION

Educational Requirements

- Bachelor's degree in Computer Science, Information Technology, or a related field from a reputable university.
- Relevant certifications (e.g., CompTIA A+, Cisco CCNA, Microsoft Certified: Azure Fundamentals) are advantageous.

Related Job Experience

- At least 5 years of experience in hardware maintenance, network administration, or a similar role.
- Experience supporting IT systems and application of appropriate techniques and programming languages.
- Demonstrable experience in creating, maintaining, updating and correcting and improving complex IT applications.
- Demonstrable experience providing technical advice on those applications and resolving problems.

Required Technical Knowledge/Skills

- Strong technical proficiency in hardware, networking, and security domains
- Network knowledge: LAN / WLAN / switching / routing / firewall management
- Ability to troubleshoot complex technical issues.

Required Behavioural Skills

- Excellent communication skills for user support
- Attention to detail and proactive problem-solving
- Problem-solving and conflict-resolution skills
- Ability to prioritize and multi-task
- Ability to use computers (e.g., MS Office) and education management systems
- Excellent communication skills
- Interpersonal and stakeholder engagement
- Attention to detail
- Innovativeness
- Integrity and self-drive
- Transparency and accountability
- Fluent English required, fluent French desirable

Contact/application information:

If you are interested in exploring this opportunity further and your qualifications and experience match the requirements for any of the roles, please complete and submit your application via the following link: [asq job application form](#). All applications must be submitted via the online application form at this link.