

## IT Manager

### JOB DESCRIPTION

#### **Educational Qualification:**

Bachelor's degree in Information Technology, Computer Science, Information Systems or relevant field.

Master's degree in relevant field preferred.

#### **Experience:**

8 plus years out of which Minimum 3 years managing an IT Team.

Experience in a renowned educational Institution, Corporate or other public sector is preferred.

**Reports to:** The Registrar of the University

#### **Requisites of this position:**

- We are looking for an experienced and motivated IT Manager to oversee all IT functions in our University and ensuring that computing systems and equipment are operating effectively and efficiently.
- Responsible for overseeing all technology operations and evaluating them according to established goals. Devising and establishing IT policies and systems to support the implementation of strategies set by Top management.
- The vision is to ensure IT systems and people are effective and functioning within the limits of budget, time and specifications of the University.

#### **Roles & Responsibilities**

##### **Tech Support – Hardware, Software & Network Systems.**

1. Oversee all technology operations (e.g. network security) and evaluate them according to established goals.
2. Inspect the use of technological equipment and software to ensure functionality and efficiency.
3. Identify the need for upgrades, configurations or new systems and report to Top management.
4. Evaluating technology risks in order to develop a network disaster recovery plan and backup procedures
5. Ensure that all the data, network access and systems are secure and protected.
6. Remaining up to date with advances in technology and industry best practices.
7. Develop ERP practice / Manage the existing one, solutions and methodologies.
8. Work towards the users' need by identifying problem areas and implement solutions as per Service Level Agreement.
9. Experience in creating / managing Data Centre

### **Procurement**

1. Analyze business requirements by partnering with key stakeholders across the University to develop solutions for IT needs.
2. Purchase efficient and cost effective relevant technological equipment and software.
3. Assess vendors and develop test strategies for new hardware and software.

### **Asset Management**

1. Plan, monitor, record and maintain hardware / software assets.
2. Generate and distribute various reports, including complaints reports on current assets and their status.
3. Experience in the regulations regarding disposal of electronic assets.

### **Budgeting & Governance**

1. Overseeing the annual IT budget and ensuring cost-effectiveness.
2. Regularly audit systems and study the outcome.
3. Assuring all IT activities are performed within the parameters of applicable laws, codes, and regulations.
4. Devise and establish IT policies and systems to support the implementation of strategies set by Top management.
5. Help define IT infrastructure strategy, architecture, and processes.
6. Analyse data processing modules and identify areas of enhancements and improvements.

### **Team Management**

1. Managing IT staff by recruiting and training employees, communicating job expectations, and monitoring & appraising their performance.
2. Monitor performance of information technology systems to determine cost and productivity levels, and to make recommendations for improving the IT infrastructure.
3. Proven experience in leading and managing large IT projects or similar role.

### **Other Attributes**

1. Strong critical thinking and decision-making skills.
2. Excellent project management skills and strong ability to prioritize.
3. In depth experience with computer network, network & system administration, security, databases & data storage systems and installation.
4. Excellent communication, people and managerial skills.
5. Good time management and multitasking skills.
6. Proven leadership skills.
7. Strong creative and analytical thinking.
8. Professional certification.