YALI REGIONAL LEADERSHIP CENTER WEST AFRICA, ACCRA

JOB ADVERTISEMENT

INFORMATION TECHNOLOGY (IT) MANAGER

The West Africa Accra Regional Leadership Center (RLC) of the Young African Leaders Initiative (YALI) is seeking to recruit an Information Technology (IT) Manager. The YALI RLC, West Africa, Accra, was set up in 2015 to offer leadership training and networking opportunities to young leaders from 9 West African countries. USAID is the key development partner, and the Ghana Institute of Management and Public Administration, GIMPA is the implementing partner.

The YALI RLC, West Africa, Accra is comprised of the following functional units: Recruitment, Curriculum & Content, Alumni, Communications, Partnership development, MEL, Finance & Administration, and IT. IT support services are crucial to the effective delivery of the above functions.

The IT manager will be responsible for reliable, secure, and swift IT services in support of these functions. S/he will further be responsible for the RLC's IT strategy development and implementation, IT risk management, IT hardware and software management, Information security management services, database & applications support, hardware & network support, and management of outsourced services on third party technology. S/he will work in collaboration with managers of the other units of the project and under the supervision of the Project Director.

Reporting Relationship
The IT Manager shall report directly to the Project Director.

Key Responsibilities

The IT manager will carry out the following:

Develop RLC IT strategy

- Study the RLC's overall structure, functional units, and results areas, as well as its recruitment, learning, and alumni engagement platforms and provide workflow diagram to map out required functionalities of each of these platforms.
- In consultation with the project director, develop a short-term IT strategy, with quantifiable and measurable objectives, to support the above. IT strategy should

address:
  - o Data protection protocols
  - o Risk management
  - o Staff Training
  - o Procurement protocols for IT equipment
  - o Service level agreements
- Implement IT strategy upon approval.
- Provide quarterly, analytical progress reports on implementation of the IT strategy and advise as needed.

Implementation of IT policy

- Implement recommendations from the RLC's IT Audit.
- Study GIMPA IT policy and translate into an RLC policy and SOP document.

System administration, IT support and services

- Ensure smooth operation of the backend and front end of the RLC's IT systems, equipment, and services for the benefit of staff, training cohorts, and alumni.
- Regularly trouble shoot RLC IT systems and recommend pre-emptive action as needed.
- Ensure smooth and uninterrupted internet service provision for the Center's operations, activities, and special events.
- Oversee third party providers of IT services.

- In consultation with the project director, manage the acquisition and implementation of technology systems in line with established policies, ensuring their effectiveness in meeting the RLC's needs.

Technical support and backstopping for functional areas

- Provide the RLC's functional units with real-time technical support to ensure smooth running of all IT-based recruitment, learning, communications, alumni engagement, partnerships, and MEL, and finance & administration functions.
- Help strengthen user friendliness of RLC website, recruitment platform, and learning management platform for Persons with Disability (PWDs).

Security & Reliability of RLC IT environment

- In consultation with the project director, initiate, coordinate, update, and manage the RLC's information security systems to ensure compliance with best practice and standards on Information Security Management Systems.
- Enforce and ensure constant activation of activity log function to record and track all user activity in the RLC's IT environment, and for identification of unauthorized entry, failed attempts at entry, as well as authorized activities performed by users.
- Enforce log-on procedure to lock user accounts after specified number of failed attempts, to protect staff accounts from unauthorized access.

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- Ensure activation of multi-factor authentication (MFA) to require users as standard security measure for Microsoft 365 Administrators
- Retain and protect log information against tampering and unauthorized access.
- Monitor staff use of https:// to encrypt all online traffic and transmissions.
- Carry out de-registration of staff, participants, and alumni assessor accounts, upon termination of their roles in the RLC.
- Advice and enforce staff password protocols.

Support decision-making and continuous Learning and adaptation
- Provide quarterly updates and analysis of the RLC's IT operations.

- Advise Project Director on strategies and steps based upon the above.

YALI Africa role
- Serve as Point of Contact on YALI Africa IT task force.
- Represent the RLC effectively in YALI Africa discussions and articulate the Center's perspective in consultation with the Project Director.

Perform any other relevant responsibilities and tasks assigned by the Project Director.

Qualifications & Competencies

- Problem-solving orientation and skills, conflict management skills, customer care, and a team player.
- Strong communication skills as training will be a part of the candidate's Minimum of a Masters' degree in Computer Science or Information Technology.
- Track record in managing IT infrastructure and services in an organizational setting.
- Track record in IT strategy and policy development and implementation, risk management, and IT system administration and support.
- Progressive experience in a management or supervisory role over a team of IT staff.
- Familiarity with Microsoft 365 and other platforms and applications for virtual meetings and events.
- Experience in a development partner or international organization will be an advantage.
- High level of personal integrity, professionalism, sense of discretion, and accountability.

- Project management skills will be an advantage as he/she will be involved in planning upgrades of existing software/hardware, negotiating with vendors, and coordinating procurement and installation of new computer systems.
- Certifications in IT Service Management (ITIL Version 3 or 4) will be an advantage.

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APPLICATION PROCEDURE

- Interested applicants may submit their application letters, including their most recent Curriculum Vitae via email to the address below not later than **FRIDAY, 22ND MARCH 2024**.

- Applicants should also arrange for letters of recommendation to be e-mailed directly from two (2) referees (one of whom should be their current or former supervisor) listed in their CVs, to the same email address:

THE SECRETARY OF THE INSTITUTE
GHANA INSTITUTE OF MANAGEMENT AND PUBLIC ADMINISTRATION
P. O. BOX AH50 ACCRA

recruitment@gimpa.edu.gh

Closing Date: FRIDAY, 22ND MARCH 2024.

ONLY SHORT-LISTED CANDIDATES WILL BE CONTACTED