

## Job Description | Operations and IT Support Officer, NUTM Scholars Program

### About Nigerian University of Technology and Management

The **Nigerian University of Technology and Management (NUTM)** is a pioneering higher education initiative to identify and train the next generation of leaders in technology and management for Africa.

NUTM will strive for excellence in technology and management and become a hub for best-in-class learning and research. It will focus on areas in Science, Technology, Engineering, Mathematics, and Management in its academic offerings at the undergraduate, postgraduate, and doctoral levels. In the next 10 years, NUTM aspires to be among the top five universities in Africa, and the best in Nigeria.

### About NUTM Scholars Program

The **NUTM Scholars Program (NSP)** is a one-year full-time interdisciplinary postgraduate program in Technology, Entrepreneurship and Design. During the program, Scholars will learn and study concepts in technology, entrepreneurship and design, management and leadership. The NSP intends to groom stellar young leaders from a diverse range of backgrounds across Africa to be change agents for the region and the world.

### About the role

We are offering a unique opportunity to build an institution that will significantly impact higher education in Nigeria and Africa. This role has immense potential to evolve, as the University grows.

### Responsibilities

1. Respond to user requests for service, troubleshoot problems and help develop solutions
2. Maintain hardware components of office equipment (PC, projector, printer, scanner etc.), operating systems, application software, networks, enterprise services such as ERP, CRM, student information systems, and portals
3. Perform/oversee minor repairs to equipment, troubleshoot network problems and respond in a timely manner to service issues and requests
4. Set up new user accounts and profiles, resolve password issues and monitor antivirus software and updates
5. Identify, monitor and report system issues to vendors/technology providers
6. Monitor backup systems and procedures to ensure data security
7. Assist in maintaining inventory records and documentation for equipment
8. Responsible for ICT documentation including policies, procedures, and benchmarking
9. Assist in the selection and purchase of equipment and software solutions
10. Draw up budget and report on IT expenditure
11. Maintain relationships with vendors, and assist in creating cost-efficient contracts
12. Review and monitor all SLA's and contracts relevant to IT, focusing on accuracy, budget constraints and security
13. Ensure high availability of all critical services like networking, communication and collaboration tools, teaching systems and application software
14. Ensure that data is managed, archived, and stored securely in both local and offsite repositories, this includes data at rest as well as data in transit
15. Ensure effective mitigation of cybersecurity risks across all managed systems, applications and services, whether on-premise, off premise or on the cloud
16. Coordinate and conduct IT training for all end users as per the requirements

17. Maintain open communication and positive working relationship with all stakeholders

### Preferred Qualifications

1. Bachelor's or master's degree in computer science/computer applications or an engineering degree in computers, information technology, electronics or telecom
2. 5+ years of experience in an IT environment, preferably in an educational or research institution, or a large corporate organization

### Functional Competencies

1. Understanding of contemporary and latest standards used in the field of IT operations and cyber security
2. Deep knowledge of computing infrastructure (hardware, software, network), data center operations, disaster recovery operations and business continuity planning
3. Knowledge and experience in enterprise applications and technology solutions appropriate for the higher education setting
4. Exceptional oral, interpersonal, writing and presentation skills
5. Strong work ethic, drive and energy with a result-oriented mindset
6. Able to work in a start-up environment
7. Able to work effectively both independently and as part of a team
8. Self-reliant, result oriented and a good problem solver

### Compensation

Competitive salary package

### How to apply

e-mail your CV and cover letter to [hr@nutmng.org](mailto:hr@nutmng.org)