

JOB DESCRIPTION

IT MANAGER

Role	IT Manager (ITM)
Responsible for	Support all AB IT needs, maintain information technology infrastructure, and develop strategies through research to keep IT systems and related critical infrastructure up to date and secure.
Location	Accra, Ghana
Reports to	Chief Operating Officer (COO)
Direct / Indirect Reports	None
Direct Working Relationship	All AB Staff

Organisational Overview

Afrobarometer (AB) is a pan-African, nonpartisan, nonprofit research organisation that measures the political, economic, and social atmosphere in African countries. Guided by the vision of a world in which Africa's development is anchored in the realities and aspirations of its people, AB provides high-quality data and analysis on citizens' evaluations and experiences of democratic governance and quality of life. The data and analytic insights are provided as a public benefit and are freely available to policy makers, policy advocates, civil society organisations, academics, news media, donors and investors, and ordinary Africans. Launched in 1999 in 12 countries, AB has completed more than 375,000 interviews in nine survey rounds in up to 42 countries. Round 10 began in January 2024.

AB conducts face-to-face interviews in the language of the respondent's choice with nationally representative samples. Effective analysis and communication of survey findings, as well as capacity building for survey research, analysis, and communication skills, are integral parts of AB's work. Among AB's key achievements are proving that public attitudes research can be conducted even in fragile, post-conflict, and closed political environments in Africa; legitimating public opinion as a pillar of African governance and development decisions; and building a network of researchers that has earned the reputation as the go-to source for reliable data on what Africans are thinking.

Role Overview

The IT Manager (ITM) works with the Chief Operating Officer (COO) in coordinating, planning, and leading IT-related activities in AB, including both hardware and software. The IT Manager will help determine the IT needs of AB and will be responsible for implementing computer systems and procedures to fulfil AB's information systems requirements. The IT Manager will also ensure the secure and effective operation of all computer systems and related applications and all hardware, and software used within AB.

Main Duties and Responsibilities

A. IT Infrastructure and Projects

- Plan, implement, coordinate and oversee IT – related projects including system updates, upgrades, migrations and outages
- Testing, troubleshooting, and modifying information systems so that they operate effectively.
- Design, develop, implement and coordinate IT systems, policies and procedures.
- Act in alignment with user needs and system functionality to contribute to effective and efficient functioning of the AB network.
- Track inventory and status for hardware and software to be able to meet the needs of AB.
- Manage assigned IT projects to ensure adherence to budget, schedule, and scope of project by liaising with user units.
- Regularly evaluate technology risks in order to develop effective protections and a network disaster recovery plan and backup procedures by conducting regular system audits.
- Ensure that all the data, network access and systems are secure at all times.

B. Strategic planning and Budgeting

- Work with the COO to maintain AB's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technology solutions within the AB network.
- Identify problematic areas in AB IT infrastructure and implement strategic solutions in time.
- Help define AB IT strategy, architecture, and processes.
- Analyse business requirements by partnering with key stakeholders across the AB network to develop solutions for IT needs.
- Manage and report on IT budget allocation and spending.

C. Information Security and Reporting

- Continuously evaluate technology risks in order to develop a network disaster recovery plan and backup procedures by conducting regular system audits.
- Ensure that all AB data, network access and systems are secure at all times.
- Generate performance reports for operating systems and report the same to senior leadership.
- Oversee all cloud-based environments (Office 365, Okta, Google Drive etc.), ensuring alignment with IT security best practices.
- Manage and secure end-user devices, including deploying software solutions and ensuring that all operating systems and applications are up to date.

D. Training, Monitoring and reporting

- Contribute to MEL tracking and reporting activities, including building and/or maintaining MEL software.
- Generate performance reports for operating systems and report the same to senior leadership.
- Design IT training programs and workshops for staff.

Qualifications:

Minimum Requirements

- Bachelor's degree in information technology, Computer Science, Information Systems, or a related field, or equivalent experience; Master's degree and/or PMP an added advantage.
- At least 5 years of experience working in IT operations
- Experience leading and managing large and distributed IT projects and setting up IT infrastructures and systems
- Excellent working knowledge of computer systems, security, network and systems administration, databases and data storage systems, and phone systems
- Strong critical thinking and decision-making skills
- Excellent project management skills and strong ability to prioritise
- Firm grasp on IT infrastructure and operations best practices
- Ability to work with others in a multicultural, multi-country context
- Available for significant international travel when required
- Demonstrable capacity for evidence-based decision-making, problem solving and sound judgement
- Strong written and verbal communication skills in English
- Flexibility and willingness to work on a wide range of tasks
- Ability to work remotely and independently
- French and/or Portuguese language skills an advantage but not required

Desirable

- African citizenship or heritage.
- A general understanding of external and economic trends affecting the non-profit sector in which Afrobarometer works.
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Salary

Afrobarometer will offer a competitive salary based on the skills and experience of the successful candidate.

How to Apply

The deadline for all applications is November 30, 2024

Please read the minimum requirements carefully before applying.

Please send your application to contact@afrobarometer.org

Include your name and position title in the subject field of your email. Example: "[Name Surname] AB IT Manager."

Documents to include:

1. An up-to-date curriculum vitae with contact details (your email, phone, postal address, and WhatsApp number).
2. If available, a portfolio of your previous work (e.g., press releases, articles, social media campaigns).
2. A personal statement describing:
 - a. Your interest in the position and in working with Afrobarometer.
 - b. Evidence of how your skills, experience, and knowledge meet the Selection Criteria (minimum requirements and desirable skills/traits). If you lack experience or evidence in any area listed, please state how you would gain the knowledge or competency needed to succeed in the role.
 - c. Your availability for the position and preferred working location.

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Afrobarometer is an equal opportunity employer. All applicants will be considered for employment without attention to race, colour, religion, sex, sexual orientation, gender identity, national origin, or disability status.

We are also proud of our commitment to protecting staff, partners, and other stakeholders from abuse, harassment and exploitation, and we thoroughly vet all final candidates through rigorous background and reference checks.