



Job Description

Functional Title	Officer IT Operations	Grade	OG-II to OG-I
Division	Information Technology	Function	Information Technology
Location	Head Office	Job Type	Permanent
Reporting (Direct)	Manager	Reporting (Dotted)	-

Position Summary:

An IT Operations Officer ensures an organization's technology runs smoothly, managing daily IT tasks like user support, system monitoring, network/server maintenance, hardware/software deployment, security, and vendor liaison, often supporting junior staff while maintaining infrastructure reliability, security, and alignment with business goals. Key duties involve troubleshooting, documentation, system upgrades, and potentially managing budgets and IT personnel for efficient service delivery

Key Responsibilities:

- User & System Support: Provide help desk support, install, configure, maintain, and repair hardware, software, and applications.
- Infrastructure Management: Oversee network, server, and device functionality, ensuring availability and performance.
- Security: Implement and maintain security measures (firewalls, antivirus, access controls) to protect systems.
- Documentation: Create and maintain IT documentation, procedures, and user guides.
- Vendor Management: Liaise with contractors and vendors, managing contracts and SLAs (Service Level Agreements).
- Process Improvement: Drive efficiency, develop IT policies, and implement new technologies.
- Team Support (for senior roles): Lead IT teams, manage staff, and guide resource planning.





Job Description

Position Specification(s):

Minimum Qualification	Minimum Bachelors preferably Master
Experience	3-5 years in relevant Experience
Competencies Required:	Proficient with Microsoft Office,

Employee Name & Signature

Date:

Dept. / Div. Head (Sign & Stamp)

Date:

