The African School of Governance (ASG) is a leading public policy and leadership education institution dedicated to empowering a new generation of purpose-driven African leaders. With a foundation rooted in African perspectives and global standards, ASG is committed to cultivating leaders who can address the complex challenges of the 21st century, both on the continent and worldwide.

At the African School of Governance, we are shaping a new era of leadership in Africa through a world-class public policy education, innovative research, and dynamic policy engagement focused on Africa's unique experiences. We aim to address the continent's pressing governance challenges by equipping emerging leaders with the mindsets, skills, and knowledge required for effective leadership.

ASG's vision is to nurture a prosperous and peaceful Africa where purpose-driven leaders have the mindsets, knowledge, and skills to drive sustainable development for all. The mission is to nurture leaders to drive Africa's sustainable development by providing innovative public policy education, cutting-edge research, and a platform for policy engagement that fosters transformative governance tailored to the continent's unique values and opportunities.

ASG seeks to address this gap in African public policy education and research while joining a network of other world-class institutions across the region and globe.

JOB DESCRIPTION

JOB DETAILS

JOB TITLE: IT Officer	**REPORTS TO:** Manager Technology
JOB REF: ASG/043 **AVAILABLE POSITION**: 1	**DEPARTMENT:** Finance and Operations

Job / Role Purpose

The IT Officer is responsible for managing and maintaining critical aspects of ASG's IT infrastructure. The role will encompass various technical domains, ensuring the smooth operation of hardware, network, and security systems.

Key duties and responsibilities

Enterprise Systems Administration

ERP/SIS Administration

- Administer and support the institution's ERP and Student Information System.
- Create, maintain, and manage user accounts, roles, permissions, and workflows.
- Monitor system performance and coordinate issue resolution with vendors.

- Support system configuration, testing, upgrades, and new feature implementations.
- Assist departments in utilizing system functionality effectively.
- Maintain system documentation, procedures, and user guides.

Learning Management System (LMS) Administration

- Administer and support the Learning Management System (Canvas/Moodle or other institutional LMS).
- Manage course creation, user enrolments, permissions, and academic term setup.
- Troubleshoot LMS-related issues for faculty, staff, and students.
- Coordinate LMS upgrades, integrations, and vendor support activities.
- Generate reports and analytics to support academic operations.

Microsoft 365 Management

- Administer Microsoft 365 services including Outlook, Teams, OneDrive, SharePoint, and related applications.
- Manage user accounts, licenses, groups, shared mailboxes, and distribution lists.
- Configure and maintain security settings, policies, and compliance controls.
- Support collaboration platforms and provide user assistance.
- Monitor Microsoft 365 usage, licensing, and service health.

Identity and Access Administration

- Create, modify, suspend, and deactivate user accounts across institutional systems.
- Manage role-based access controls and permissions.
- Ensure timely onboarding and offboarding of users.
- Conduct periodic access reviews to ensure compliance with institutional policies.
- Support Single Sign-On (SSO), Multi-Factor Authentication (MFA), and identity management initiatives.

Application Support

- Provide second-level support for institutional applications and business systems.
- Investigate and resolve system-related incidents and service requests.
- Coordinate with vendors for troubleshooting, issue resolution, and system enhancements.
- Support integrations between ERP, LMS, Microsoft 365, and other institutional systems.
- Assist with testing and deployment of new system functionality.

Reporting and Data Quality

- Support departments with system reporting and data extraction requirements.
- Assist in maintaining data integrity across institutional systems.

- Monitor data quality and coordinate corrective actions where necessary.
- Produce regular system usage, performance, and operational reports.

Systems Security

- Implement and maintain appropriate security controls within institutional applications.
- Support Multi-Factor Authentication and access control initiatives.
- Monitor system access logs and investigate unusual activities.
- Assist in vulnerability assessments and remediation efforts.
- Ensure compliance with institutional policies and applicable data protection requirements.

Technical Support

- Provide user support and training for institutional systems and applications.
- Develop user guides, knowledge base articles, and training materials.
- Conduct system orientation sessions for new employees and users.
- Assist users in adopting new technologies and digital processes.

Infrastructure Support

- Provide backup support for laptops, printers, and end-user devices.
- Assist with basic network troubleshooting when required.
- Support IT infrastructure projects and technology deployments.
- Collaborate with the Infrastructure/Network IT Officer to ensure continuity of services.

Documentation and Reporting

- Maintain accurate system configurations, procedures, and technical documentation.
- Document incidents, resolutions, system changes, and enhancement requests.
- Maintain records of software licenses, subscriptions, and vendor contracts.
- Prepare periodic reports on system performance, availability, and usage.

Ad hoc

- Any other duties appropriate to the role as required by the Supervisor.

Expected Outputs/ Deliverables

- Well managed user accounts
- Updated and accurate IT systems, equipment records/documentation
- Efficient access controls
- Periodic IT incident reports

- Quarterly IT inventory reports
- Data backup
- Stable network connectivity
- Secured IT infrastructure and systems equipment/asset storage

PERSON SPECIFICATION

Educational Requirements

Bachelor's degree in information technology, Computer Science, Information Systems, Cybersecurity, Software Engineering or a related field with a minimum of 5 years' experience in similar fields

or

Master's degree in information technology, Computer Science, Information Systems, Cybersecurity, Software Engineering or a related field with a minimum of 3 years' experience in similar fields

Certifications:

Having at least one of the below certifications or related is compulsory

- CompTIA A+
- CompTIA Security+
- Certified in Cybersecurity (CC)
- Cisco Certified Specialist – Security Identity Management Implementation
- CCNA

Related Job Experience

Systems Administration: Strong experience in administering Windows and Linux Servers.

Microsoft 365 Administration: Proficiency in managing Microsoft 365 services, including Exchange Online, Microsoft Entra ID, and Intune.

Cybersecurity Management: Knowledge of cybersecurity principles, threat detection, vulnerability management, incident response, and implementation of security controls.

Identity and Access Management (IAM): Experience in user account management, Multi-Factor Authentication (MFA), Conditional Access, Single Sign-On (SSO), and Role-Based Access Control (RBAC).

Endpoint and Device Management: Experience in device provisioning, software deployment, patch management, and endpoint security.

Learning Management Systems (LMS) Administration: Experience supporting and administering Canvas LMS and Moodle LMS, including user management, integrations, and technical support.

Backup, Disaster Recovery, and Business Continuity: Ability to implement and manage backup solutions, recovery procedures, and business continuity measures.

Required Behavioural Skills

- Attention to detail: Must have a high level of accuracy and analysis.
- Time management: Ability to prioritize tasks, meet deadlines, and manage multiple projects simultaneously.
- Leadership skills: Cultural awareness and ability to manage and motivate a team, providing clear direction and support.
- Ability to manage conflict and crisis in a professional manner.
- Self-driven with a strong sense of initiative and flexibility.
- Analytical thinking and problem solving.
- Excellent communication and interpersonal skills for engaging with students, faculty, and staff.
- Attention to detail and accuracy in record management.
- Strong sense of responsibility, integrity, and confidentiality.
- Ability to work independently and collaboratively in a team.
- Customer service orientation with patience and empathy.

What We Offer

- An opportunity to contribute to an innovative MPA programme.
- Mentorship and close collaboration with distinguished faculty and practitioners.
- Professional growth

Contact/application information:

Interested candidates with required qualifications and matching experience should complete and submit an application via the link: African School of Governance (ASG) | E-Recruitment

All applications must be submitted via the online application portal through the link provided in order to be considered**. The deadline for the submission of the application is 10th July 2026**