



JOB DESCRIPTION

INFORMATION, COMMUNICATIONS AND TECHNOLOGY (ICT) OFFICER

Job Ref NBI SEC/CSS/002/2026

Division/Department	Corporate Services	Location	NBI Secretariat Entebbe, Uganda
Reports To: Head of Corporate Services			
Job Group:	Regional	Career Family:	Information & Communication Technology
Date Reviewed: June 2026			
Direct Reports: None			
JOB DESCRIPTION			
Job Purpose Responsible for planning, organizing and coordinating the application of ICT services across various Nile-SEC functions. Ensure the optimization of ICT operations for enhanced efficiency, effectiveness, and foresighted alignment to NBI's future IT requirements.			
Key Responsibilities 1. Developing Policies, Procedures and Guidelines <ul style="list-style-type: none">• Conduct strategic systems planning for Communication and Information Technology.• Develop comprehensive policies and procedures, training materials and instructional documentation to guide computer operating staff.• Offer both technical guidance and leadership to achieve network-oriented objectives, outputs, and performance indicators, ensuring the quality and suitability of Information communication systems integration and management. 2. Operation and maintenance of Knowledge Management systems (NBI websites, helpdesks, portals, subscription services etc) <ul style="list-style-type: none">• Manage NBI offsite hosting & cloud services.• Administer the accessibility and security of NBI mail platforms & other subscription services in collaboration with other NBI centres.• Sustain the accessibility and security of NBI website(s) and undertake portal maintenance.• Oversee and regulate remote access to collaboration systems.			

- Enforce rights management with regards to website access and usage regulations
- Request for feedback from staff on website efficiency, make relevant changes and implement change.
- Work with other officers to refine the NBI site(s) continuously and undertake regular overhauls and improvements.

3. Acquisition & Maintenance of End-User ICT Hardware & Software (Desktops, Laptops, Printers etc)

- Procure & retire IT Equipment in line with established procurement and disposal policy.
- Prepare technical specifications and evaluate pro forma invoices related to the procurement of IT hardware and software.
- Check the standard items and review specifications based on requirements. Validate the list of items to be procured and submit it.
- Analyse market trends and specifications using standard guidelines.
- Develop a comprehensive plan for procurement and maintenance of ICT hardware & software resources.
- Detect and evaluate defective equipment, ensuring accurate execution of maintenance procedures.

4. Administration of IT Network (on-premises & Cloud) Infrastructure

- Develop network systems design including software, hardware, and communications to support overall system requirements, as well as provide for present and future cross-functional requirements and interfaces.
- Continuously monitor, maintain and ensure uninterrupted availability of critical network resources (eg mail, printers, internet connectivity).
- Conduct both internal and external LAN/WAN administration and provide system support.
- Configure the network, verify user network access, troubleshoot user issues, and ensure user connectivity.
- Collaborate with ISPs to ensure good internet connectivity.
- Maintain operational intercoms and secure access doors.
- Maintain network security through proactive measures against hacking or compromise.
- Install security tools (antivirus, firewall), determine user access rights, ensure systems are updated with security patches and assign users.
- Execute system administration tasks for seamless business continuity.
- Supervise network control, oversee the daily operations of system configuration, and manage system maintenance and network staff.

5. Website Development, management and updating

- Implement rights management protocols for website access, ensuring compliance with usage regulations.
- Refine the website continuously and undertake regular 6-month overhauls.

- Receive and analyse website requirements/requests and collaborate with Communications and PR office to design the interface.
- Develop a template, validate its alignment with NBI requirements through consultation with other NBI centres and present findings to management.
- Solicit feedback from staff on website efficiency, make relevant changes and implement change.

6. Support of business Applications e.g., Finance systems etc.

- Coordinate required system upgrades & integrate additional features to the system.
- Support set of users and administration aspects of the systems.

7. IT Service Provider Coordination

- Participate in identifying suitable IT service providers.
- Collaborate with procurement to develop service-level agreements and terms of reference.
- Ensure adherence to agreed-upon services and SLAs.
- Oversee & coordinate repairs, servicing and maintenance related to the IT services rendered.
- Follow up service provider payments for services provided.
- Manage warranties and other contractual requirements.

8. ICT End User Support

- Prepare monthly incidence reports with details of corrective action taken.
- Conduct routine troubleshooting and configuration tasks.
- Identify user requirements, develop training material and conduct on-the-job application training.
- Offer user technical support through desk assistance, remote assistance, phone guidance, online resources and onsite visits when required.
- Identify the training needs/requirements;

Flexibility to perform assigned tasks from time to time.

9. Administration of ICT Systems

- Deploy, configure, patch and update physical servers, workstations, and system/application software.
- User & Access Management of NBI ICT Systems
- Manage & maintain other NBI systems such as Access Control, AV Systems
- Manage and maintain NBI Collaboration systems and tools
- Develop and implement robust backup and disaster recovery policies for on-premises and cloud bases systems
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. Installation of Security Software

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JOB CONTEXT

Job Complexity: The jobholder has a responsibility to ensure the existing ICT systems support NBI departmental functions, which is a heavy workload that requires the IT department to put in extra hours ensuring all systems are programmed accurately and functioning properly.

Creativity, Innovation & Problem Solving: An increased reliance on ICT services causes a strain on the existing ICT systems. A very fluid ICT field with continuously changing standards and trends requires resources to continuously update the systems, which is not possible due to resource constraints, thus the jobholder requires problem-solving skills to look for creative ways to resolve these problems. The job holder is required to continuously seek opportunities to improve upon the efficiency and effectiveness in terms of time spent to deliver results and quality of results.

Consequences of Error: Work at NBI and Nile-Sec is increasingly dependent on ICT. Any error may potentially bring the organization to a near standstill. E.g. failure of the email system for a day.

Leadership & Human Capital Development: The job provides opportunities for individuals to improve their ICT exposure by providing training in the use of ICT tools. The jobholder provides leadership on ICT use across the board and helps users to acquire ICT Skills and knowledge

Service Delivery & Customer Focus: The jobholder serves all staff and other users as customers, and with increased reliance on ICT they expect great customer service and reliable functional systems.

Information Resources: The jobholder is entrusted with securely providing centralized storage and availing electronic records to other users.

Financial & Physical Resources: The job is responsible for the security of sensitive resources such as financial system databases. S/he is responsible for various company assets given to him to facilitate him/ her in the performance of the duties as required by the office e.g. servers, network switches, extensive LAN, desktops and laptops.

Dexterity: the jobholder is expected to have ICT operating skills and undertakes some maintenance and repair work on the ICT infrastructure.

Mental/Sensory Demand: The job requires solving ICT hardware and software problems that arise continuously.

Physical Exertion: The jobholder may require to handle ICT hardware by moving it from one location to the other.

Working Environment & Occupational Hazards: The jobholder in an office set-up may be exposed to glare and some element of radiation from continuous use of ICT display. The job holder may also be subjected to normal office environment hazards such as sitting for long periods, fire, dust, water, etc.

JOB SPECIFICATION

Qualification

Minimum

- Masters' degree in IT, ICT, Computer Science or a related subject.
- Certification in at least two of the following areas: Systems Administration (e.g Microsoft Certified Systems Engineer (MCSE), Networking Certification (e.g. Cisco Certified Network Associate) , Cloud Technology , IT Security Certification e.g CICCIP)

Desired

- IT Service Management
- Demonstratable Training in Drupal or related content management systems

Experience

- Ten (10) years of demonstrable experience managing a busy ICT environment with operations such as cloud services (Azure, AWS) and technologies such as IP telephony & other collaboration solutions, and remote access technologies.
- Five (5) of the above years of experience to be in a similar role or higher position
- Five years or above of Systems or Network Administration & understanding of modern cyber security principles
- Five years setting up, supporting or managing business applications or Websites

Desirable

- Experience in similar ICT Officer or Specialist role in a regional or international organization.
- At least two or more demonstrated timely and innovative solutions offered to projects or organizations that match the key responsibilities of this position.
- Support and administration of Enterprise Resource Planning(ERP) Systems
- Experience in a managing sizeable annual budget (over USD 100,000) of ICT related activities will be an added advantage.

Skills Required

- Professionalism: Demonstrates professional competence and mastery of IT Services solutions, shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter, is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges.
- Innovation: Knowledge of a range of computer languages and development paradigms, knowledge of the organization's information infrastructure and IT strategy as it relates to various user areas.
- Planning and organizing: Develop clear goals that are consistent with agreed strategies. Identifies priority activities and assignments; adjusts priorities as required. Allocates appropriate amount of time and resources for completing work. Foresees risks and allows for contingencies when planning. Monitors and adjusts plans and actions as necessary. Uses time efficiently.
- Team Work: Works collaboratively with colleagues to achieve organizational goals, solicits input by genuinely valuing others' ideas and expertise; is willing to learn from

others; places team agenda before personal agenda; supports and acts following a final group decision, even when such decisions may not entirely reflect own position.

- Continuous Learning: Keeps abreast of new developments in own occupation/profession; actively seeks to develop oneself professionally and personally.
- Respect: Considers all those to whom services are provided to be "clients " and seeks to see things from their perspective; establishes and maintains productive partnerships with clients by gaining their trust and respect.
- Communication: Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately, Seeks feedback.

Working Relationships

Internal

- Information Systems/ KM Manager
- Knowledge Management Manager
- Finance and Budget Officer
- ICT Officer NEL-SAP
- ICT Officer ENTRO
- Program Officer- Nile-SEC

External

- ICT Service Providers
- Suppliers and Service providers