



## **Head, IT Operations Management (ITOM) (Ref. No: DDG-CS/H/IT/OM/08/22)**

**Background:** The International Institute of Tropical Agriculture (IITA) invites applications for the internationally recruited position of **Head, IT Operations Management**.

The International Institute of Tropical Agriculture (IITA) is a not-for-profit institution that generates agricultural innovations to meet Africa's most pressing challenges of hunger, malnutrition, poverty, and natural resource degradation. Working with various partners across sub-Saharan Africa, we improve livelihoods, enhance food and nutrition security, increase employment, and preserve natural resource integrity. IITA is a member of the One CGIAR, a global agriculture research partnership for a food secure future. Please visit <https://www.iita.org/> for more information on IITA.

We are looking for a highly experienced IT Operations Manager, with excellent interpersonal skills, knowledge of IT operations, proven ability to lead a team, and relevant work experience in an international, multicultural organization or company, with experience in Africa, ideally with Nigeria experience.

The Head, IT Operations Management will be responsible for overseeing and directing the daily activities of the institute's IT Enterprise Infrastructure, Telecommunications Operations and related services; ensuring that systems, services, and enterprise infrastructure work reliably and securely. The Head, ITOM will lead the teams of professionals who develop and implement enterprise networks, telecommunication, and server infrastructure; proactively responding to user helpdesk requests; monitoring and ensuring systems stability, security and performance; and contribute to the overall strategic direction of innovations and improvements of the unit's service operations.

The Head, IT Operations Management reports to the Deputy Director General for Corporate Services.

### **Position Responsibilities**

- Lead the ITOM Unit of IITA.
- Oversee the IT operations and supervise the enterprise infrastructure, systems, service delivery and IT professionals.
- Develop strategies relating to the institute's IT enterprise infrastructure – computer and information systems, security, and telecommunications systems.
- Drive the overall IT infrastructure and operations strategy, objectives and optimization.
- Establish procedures, standards and guidelines for selection, integration, implementation and support of information technology systems and processes in the Unit.
- Plan and implement information security systems in the institute; which include preventive, detective and corrective interventions, documentation and investigation of security breaches and other cyber-security incidents; to optimize the institute's IT security.
- Lead the information and Cybersecurity CoP in the institute, ensuring a secured information technology environment and user awareness on security threats and trends.

- Oversee and coordinate all technical activities of the IT Site Officers at the Stations/Hubs across the institute; ensuring that best practices and standards are strictly adhered to as mapped to the HQ.
- Oversee the Datacentre and information technology resources ensuring that access/privileges and activities follow the institute's IT security policy.
- Supervise system maintenance, high-level support of the operating systems and relative software and mobile communication components.
- Oversee hardware configuration and administration, event, fault and performance management, systems management, and configuration management.
- Guide the development and maintenance of operational documentation (ITOM related); while also testing and implementing disaster recovery plans.
- Coordinate and manage the IT backup and disaster recovery plan, process and implementation.
- Oversee, advise and where necessary coordinate all IT and technical setup, processes of the IITA's Radio project.
- Implement advice, directives and other job-related duties as may be assigned by the line Director.
- Consult with stakeholders throughout the institute to identify business and technology needs to optimize the use of information technology within the institute.
- Oversee IT procurement activities (ITOM); while ensuring that the procurement processes and team adhere strictly to the policy of the institute and national guidelines.
- Oversee the Unit's finances, including chargebacks, budgeting, and forecasting.
- Review IT (ITOM related) audit processes and reports, implementing recommendations where and when necessary and applicable.
- Motivate team members and communicate career and job expectations; plan, monitor, evaluate and review job contributions of ITOM staff.
- Ensure capacity development and currency of knowledge with respect to state-of-the-art technology, trends and security standard, equipment, and/or systems in the Unit.
- Participate as a member of the Institute Risk Management Committee, ensuring that all identified IT related risks are adequately assessed, and control measures are implemented where and when necessary.
- Work together with CGIAR Digital Services Department staff and other relevant staff of the CGIAR on IT Operations Management related matters, policies, and regulations.
- Perform any other job-related duties as may be assigned by the supervisor.

### **Educational Qualifications**

The candidate should have:

- A Master's Degree or MBA in Computer Science/Information Technology or related field.
- Professional certifications in Server & Network Management, Security certifications, Service Management certifications, Datacentre Management and IT Risk and Compliance certifications.

### **Core Competencies**

- Relevant work experience of at least 10 years, with at least 6 years in a leadership function in an international, multicultural organization or company, with experience in Africa.

- Experience with a knowledge of Microsoft Server technologies management (Wins 2008, 2012, 2016, 2019 Servers), Linux Administration (Ubuntu, RedHat, Oracle-Linux, Solaris etc.), Storage systems management, Cloud services, Layer-2&3 Network switches Management and designing and Network Security Management.
- An innovator with experience in up-to-date IT security systems, and excellent knowledge of IT security protocols and procedures.
- Excellent leadership and people management skills, with Gender, Diversity and Inclusion (GDI) awareness and understanding.
- Service oriented, with excellent communication and interpersonal skills, being able to deal with the fine line between keeping users to observe set IT procedures and standards while providing supportive IT services.
- Committed and reliable, and having the ability to remain calm under pressure and in challenging situations.
- Knowledge of basic accounting and finance principles.
- Excellent critical/analytical thinking and decision-making skills.
- Fluency in English with excellent verbal and written communication skills.

**Duty Station:** IITA Headquarters, Ibadan, Nigeria, with requirement to travel to other Stations in Africa

**General information:** The contract will be for an initial period of three years. IITA offers an internationally competitive remuneration package paid in U.S. Dollars.

**Applications:** Applications must include a covering letter which should address how the candidate's background/experience relates to the specific duties of the position applied for, curriculum vitae, and names and addresses of three professional referees (which must include either the Head of the applicant's current or previous organization or applicant's direct Supervisor/Superior at his/her present or former place of work). The application should be addressed to the Head of Human Resources. Please complete our online application form using this link: <http://www.iita.org/careers>

**Closing Date:** 5<sup>th</sup> September 2022

**IITA is an equal opportunity employer and is committed to building a diverse workforce, particularly welcoming applications from women.**

*While all applications will be acknowledged, please note that only shortlisted candidates will be contacted.*