



## JOB PROFILE

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|---------------------------|------------------------------------------------------|
| <b>JOB TITLE</b>          | INFORMATION TECHNOLOGY OFFICER                       |
| <b>JOB CODE</b>           | 20003709                                             |
| <b>INSTITUTION</b>        | OFFICE OF THE AUDITOR GENERAL OF ECOWAS INSTITUTIONS |
| <b>GRADE</b>              | P3/P4                                                |
| <b>INSTITUTION/AGENCY</b> | N/A                                                  |
| <b>DEPARTMENT</b>         | N/A                                                  |
| <b>ANNUAL SALARY</b>      | <b>P3/1 - UA40,696.78 (USD52,648.78)</b>             |
| <b>STATUS</b>             | PERMANENT                                            |
| <b>DIRECTORATE</b>        | N/A                                                  |
| <b>DIVISION</b>           | INTERNAL SERVICES                                    |
| <b>LINE SUPERVISOR</b>    | PRINCIPAL OFFICER, INTERNAL SERVICES                 |
| <b>SUPERVISING</b>        | INFORMATION TECHNOLOGY ASSISTANT                     |
| <b>DUTY STATION</b>       | ABUJA, NIGERIA                                       |

### THE OAG MANDATE AND FUNCTION

The Office of the Auditor General of ECOWAS Institutions (OAG) is an independent assurance office established to assist the ECOWAS Governance Bodies, in particular, the Council of Ministers and Audit Committee to carry out oversight functions, promote good corporate governance, accountability, and value for money in all Community Institutions, Specialized Agencies and Offices. The OAG is mandated to conduct Community-wide financial audits, compliance audits, performance audits, Investigations, and other Special Audits. The OAG structure comprises an Audit Directorate, a Directorate for Program Performance Audit, and an Internal Services Division. It is headquartered in Abuja, Nigeria.

### ROLE OVERVIEW

Under the supervision of the Principal Officer, Internal Services, the incumbent will ensure the efficient functioning of the information and communication systems requirements for the Office of the Auditor General.

The incumbent is to support the digitalization of operations of the OAG, support ICT projects, and ensure compliance with ECOWAS ICT policies and international cybersecurity standards.

## **ROLE AND RESPONSIBILITIES**

- Assist and contribute to the development of OAG's ICT strategy in alignment with ECOWAS digital transformation objectives.
- Participate in the recommendation of ICT policies, standards, and procedures.
- Participate in the preparation of annual ICT work plans and budgets.
- Contribute to providing technical advice to Management on ICT investments and emerging technologies.
- Ensure compliance with ECOWAS ICT governance frameworks.
- Manage Local Area Networks (LAN), Wide Area Networks (WAN), wireless networks, VPNs, and internet connectivity.
- Monitor system performance and implement preventive maintenance.
- Ensure high system availability and reliability.
- Conduct vulnerability assessments and recommend mitigation measures.
- Manage identity and access controls.
- Coordinate backup, disaster recovery, and business continuity arrangements.
- Promote staff awareness of cybersecurity best practices.
- Manage enterprise applications and collaboration platforms.
- Administer cloud services where applicable.
- Coordinate software installation, licensing, upgrades, and patch management.
- Maintain ICT asset inventories.
- Provide second-level technical support to users.
- Supervise ICT helpdesk activities.
- Resolve complex technical incidents within agreed service levels.
- Support audit teams through ICT-enabled audit tools.
- Assist in implementing data analytics solutions for audit activities.
- Prepare ICT technical specifications.
- Participate in procurement evaluation processes.
- Maintain ICT risk registers.
- Support internal and external ICT audits.
- Implement recommendations arising from audit reports.
- Prepare periodic ICT performance reports.
- Develop ICT performance indicators and dashboards.

## **ACADEMIC QUALIFICATIONS AND EXPERIENCE**

- Bachelor's degree (or equivalent) in Information Technology, Computer Science, Information Systems, Computer Engineering, Software Engineering, or a related discipline.
- A master's degree in information technology, Information Systems, Cybersecurity, Business Information Systems, or a related field and/or professional certification in Information Technology fields will be an added advantage.
- Minimum of five (5) years of progressively responsible experience in one or multiple areas of ICT operations including ICT infrastructure, systems administration, cybersecurity, or enterprise ICT management.
- Experience in general ICT service operations will be an added advantage.

## **AGE LIMIT**

- Be below 45 years old. This provision does not apply to internal candidates.

## **ECOWAS KEY COMPETENCIES**

- Ability to persuade/influence others to consider a certain point of view, adopt a new idea or implement new methods and practices.
- Ability to lead a team of trainees/junior staff and instill a spirit of teamwork to engage employees and achieve a well-defined set of activities.
- Ability to respect chain of command in an appropriate manner.
- Ability to resolve challenges that occur with minimal direction and/or to recommend and explain solutions or alternatives for approval.
- ability to utilize the Code of Ethics to manage self, others, information, and resources.
- Ability to mentor others and create feedback loops with supervisors, colleagues, and the subordinates to build strong working relationships and improve performance.
- Contribute to maintaining organizational unit's performance goals and standards.
- Interpersonal skills with ability to keep a client informed of progress or setbacks in projects of relevance to timeline, quality, and quantity.
- Ability to proactively interact with clients and build strong trusting relationships based on mutual respect and regular discussions.
- Ability to establish and sustain professional credibility with clients/stakeholders in a manner that anticipates their need, mitigates issues and that carefully balances professional obligations with the need to be sensitive and responsive to their needs.
- Ability to counsel, advise, consult, and guide others on matters pertaining to assigned client service responsibilities and established client service standards.
- Demonstrate respect for cultural differences, fairness, and ability to relate well with people from varied backgrounds, nationality, gender, ethnicity, race, and religion.
- Understanding of diverse cultural views especially within West Africa, with sensitivity to group differences; ability to challenge bias and to practice tolerance and empathy.

- Ability to listen actively, consider people's concerns and apply judgement, tact, and diplomacy.
- Ability to work in a diverse and inclusive interactive environment that benefits from diverse strengths.
- Ability and responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.
- Ability to encourage, empower, and advocate for people in an unbiased and transparent manner.
- Knowledge of ECOWAS institutions, sectors, programmes, and policies.
- Knowledge of ECOWAS internal operational requirements of programs, projects, services, and systems required to achieve work assignments and meet performance goals.
- Knowledge of rules and procedures of ECOWAS associated assigned responsibilities and ability to explain these clearly to others.
- Knowledge of the ECOWAS culture, structures and performance issues and priorities impacting assigned responsibilities.
- Knowledge of member states development trends, indicators, challenges, and opportunities as it relates to project/programme assigned to own position.
- Ability to study data/information from a variety of sources, identify anomalies, trends and issues, present findings, and make recommendations.
- Ability to break down problems or processes into key parts to identify and solve gaps in service, quality assurance, compliance, and performance targets.
- Knowledge of and ability to apply techniques to generate creative ideas and new approaches to meeting goals.
- Ability to use evidence and research to inform policies and programs and identify relevant and appropriate sources of information, including stakeholders, regional institutions and/or internal committees.
- Demonstrate operational computer proficiency using appropriate tools.
- Ability to make sound use of graphics and tables to effectively present numerical data to write semi-complex technical reports/proposals and edit/check templates, letters, etc.
- Ability to convey information clearly and concisely in a succinct and organized manner through both writing and verbal means.
- Exhibit interpersonal skills, make presentations, express opinions, and debate ideas with others in a constructive manner.
- Proficiency in the use of Information Communication Technologies (ICT) tools and platforms.
- Fluency in oral and written expressions in one of the ECOWAS official languages of the Community (English, French & Portuguese). Knowledge of an additional one will be an added advantage.
- Ability to develop, implement an individual action plan for achieving specific work goals.
- Ability to identify, organize and monitor tasks throughout to facilitate execution.
- Ability to contribute and/or lead on projects as per accepted project management standards and techniques, to co-ordinate contributions by others to set and meet deadlines.

- Ability to organize work, set priorities, and work within timelines, giving attention to details, stakeholders, indicators, and risks.
- Ability to identify, collect and assess indicators to monitor performance and to take proactive remedial action as required.

**Assessment method:** Assessment of qualified candidates may include a written exercise and a competency-based interview.

**How to apply:**

Interested candidates to submit completed *Job Application Form*, *Curriculum Vitae*, and *Cover letter* as attachments to [b67itprogofficerag@ecowas.int](mailto:b67itprogofficerag@ecowas.int)

**ECOWAS Work Environment:**

ECOWAS provides a work environment that reflects the values of gender equality, diversity, integrity, and a healthy work-life balance. We are committed to ensuring gender parity in the organization and therefore, we encourage women to apply for positions that suit their competencies. Individuals from minority ethnic groups, indigenous populations, persons with disabilities, and other underrepresented groups are also highly encouraged to apply. Diversity, Equity, and Inclusion is at the heart of ECOWAS's workforce.

**Disclaimer:**

Selection and appointment will be subject to background and reference checks and other administrative requirements.

ECOWAS does not charge for any application, processing, training, interviewing, testing in connection with application or recruitment processes and does not concern itself with information on applicants' bank accounts.