UNIVERSITY OF GHANA

INTERNAL ADVERTISEMENT

1.

JOB TITLE	IT Security & Planning (Network and Security Engineer)
UNIT	Information Technology Planning and Support
REPORTS TO	Deputy Chief Information Technology Officer (IT Planning, Security and Support)

JOB SUMMARY

IT Planning and Security (ITPS) reports to the Deputy CITO, IT Planning, Security and Support and is responsible for planning and implementation of IT Policies, Strategies, and security initiatives for the University of Ghana (UG) working with other colleagues in Networks and Systems teams.

Working in partnership with members of the senior management team, architect appropriate technological, procedural, and educational/training security practices that result in an appropriate level of IT security on University of Ghana campuses.

Key responsibilities include, among others, to:

- Coordinate the development and implementation of IT Policies, strategies and security standards and their dissemination to UG community.
- Enforce compliance of IT policies and standards.
- Provides leadership and coordinates changes in configuration after approval, updates, upgrades, patches etc. regarding infrastructure and applications and evaluates risks before implementation with application owners involved.
- Leads in vulnerability scanning and threat monitoring (internal & external) across the University community.
- Performs bi-annual audits and security assessments to ensure benchmarks and other standards are adhered to.
- Monitors and reviews log to identify trends on the network and proactively manage threats with other team leads to ensure stability.
- Leads in creating and maintaining an asset register and works with security management to indicate appropriate risks level for each asset.
- Leads in infrastructure hardening to prevent unused services from broadcasting.
- Assists in classifying information assets and tagging them in conformity as per the approved standard.
- Leads the configuration and maintenance of regular Access Control Lists (ACLs) on UG's edge router(s) and other relevant switches and maintains IPS/IDS, firewall rules, etc. for maximum internal and external network and application protection.
- Develop and promote an information security awareness culture within IT and the campus as a whole.
- Develop and manage an internal IT audit report.

QUALIFICATIONS AND ATTRIBUTES

- A good first degree in a Computer Engineering/Science, Information Technology, Electrical Engineering or any other relevant areas.
- A master's degree in Computer Science, Information Technology / Cybersecurity and Big Data or related field.
- Relevant advanced professional level qualification or industry skill-based certification.
- Minimum of 7 years' experience in various areas of Network and Systems configuration, setup, troubleshooting, planning, designing, implementation, and user support experience.
- Should be Cybersecurity Certified and should have at least a CCNA certification.
- Must have ITIL Foundation that is current.

2.

JOB TITLE	End-User Support (Systems Analyst)
UNIT	Information Technology Planning and Support
REPORTS TO	Deputy Chief Information Technology Officer (IT Planning, Security and Support)

JOB SUMMARY

To provide University-wide support, with respect to Information Technology initiatives, engagement, and regular updates to the user community for knowledge sharing for the achievement of the objectives of the University.

The End User Support ([IEUS) Systems Analyst reports to Deputy CITO (IT Planning Security and Support) and is responsible for providing help desk support and IT professional services across the UG community. He will be responsible for all the IT officers at the distant learning centres and ensures the Hardware and Maintenance unit as well as the Student Labs are managed according to best practices in universities.

Key responsibilities include, among others, to:

- Lead in providing quality information communication to the University community.
- Responsible for IT staff providing support at the University of Ghana regional learning centres.
- Provide leadership for the unit in order to optimize performance, quality, efficiency and collaborate with other stakeholders of the University of Ghana community.
- Design, adapt, promote, and implement industry best practices in help desk, PC/Printer support and Computer Management and Lab support.
- Design, implement and promote industry best practices in end user PC/Printer maintenance support.
- Operational supervisor for staff at the End-user Support, Service Desk and Hardware and Preventative Maintenance Unit.
- Coordinate and manage service requests and supervise support service delivery to end-users.
- Coordinate call-out service for scheduled and emergency servicing of equipment by both internal and external service providers.
- Oversee departmental work and activities to ensure customer service and support is delivered to the campus community. This level of support includes students, staff, faculty members and all instructional and administrative units.
- Provide professional services to the UG community and the public in areas of expertise to support the delivery of IT operation and services.
- Proactively monitor and respond to industry trends and standards.
- And any other assignment given by the CITO or his/her representative.

QUALIFICATIONS AND ATTRIBUTES

- A good first degree in Computer Engineering/Science, Information Technology, Electrical Engineering or any other relevant areas
- A master's degree in Computer Science, Information Technology/Telecommunication Engineering, Data Communication and Networks or related field.
- Should have basic knowledge of ITIL and IT service delivery.

- Should have experience in basic, routine, and advanced principles of preventive maintenance to include Network devices, Data Centre hosting equipment, computers, printers, power systems, Audio-visual equipment, Ventilating, and air-conditioning equipment.
- Experience in managing staff who provide operational support for servicing of PCs, Laptops, Printers and Switches.
- Experience in customer service standards and procedures.
- Should understand training methods and procedures,
- Relevant professional level qualification or industry skill-based certification.
- Minimum of 7 years' experience in various areas of Network and Systems configuration, setup, troubleshooting, planning, designing, implementation, and user support experience.
- Must have experience in the support of Ubiquity solution, fibre deployment and should have attended network operation workshop for bandwidth management and support.
- Must have ITIL Foundation that is current.

3.

JOB TITLE	Network/Systems Administrator
UNIT	Information Technology General
REPORTS TO	CITO or his representative

JOB SUMMARY

The Network /Systems Adminstrator reports to the CITO or his representative and is responsible for identifying the requirements of the specific needs of the college/unit and ensuring all IT services are provided in a timely manner to support the specific unit in line with UG's vision and mission based on UGCS standard operating procedures.

Key responsibilities include, among others, to:

Have oversight responsibility under the auspices of UGCS for the college/unit in the area of ICT planning and management. These include:

- Provides leadership at the unit in all areas of IT needs and works with the central IT managers to ensure alignment of UGCS IT services for UG.
- Providing leadership for other IT staff within the college/unit for their performance, quality, efficiency, and collaborate with the IT managers across UGCS.
- Recommend innovative approaches to providing relevant IT services to the college/unit.
- Ensure compliance of IT policies, procedures, and standards
- Organize IT resources around the execution of business objectives.
- Coordinate with other departments/teams in order to understand and meet the business systems requirements of the college/unit.
- Perform periodic performance reporting to support capacity planning to the unit.
- Help develop and supervise the implementation of staff workplans for constituent schools.
- Perform staff performance appraisals and any other assignment by the CITO or the Provost

QUALIFICATIONS AND ATTRIBUTES

- A good first degree in a Computer Engineering/Science, Information Technology, Electrical Engineering or any other relevant areas
- A master's degree in Computer Science, Information Technology / Telecommunication Engineering, Data Communication and Networks or related field.
- Relevant advanced professional level qualification or industry skill-based certification.
- Minimum of 7 years' experience in various areas of service configuration, setup, troubleshooting, planning, designing, implementation, and user support.
- Ability to communicate concepts and processes clearly and effectively in oral and written form.
- Ability to plan, design and maintain working configurations.
- Upholding high ethical and moral standards.
- Ability to coordinate and work with teams. Appreciation of IP Protocols and internetworking of IP and Data Networks is an advantage

4.

JOB TITLE	Systems Analyst
UNIT	Information Technology Services
REPORTS TO	Deputy Chief Information Technology Officer (IT Services)

JOB SUMMARY

The Systems Analyst is to provide support to the Deputy CITO IT Services and the Head of Academic Computing (HAC). The Systems Analyst will be for major areas within the Academic Computing including Library Management Systems, web interfaces for the Library, live chat systems and support the institutional repository (UG Space) and any others assigned by the CITO/Deputy CITO.

Key responsibilities include, among others, to:
Have oversight responsibility under the auspices of HAC. These include:

- Implement and maintain consistent and reliable operation, delivery, and access to the University's Sierra Integrated Library System (ILS).
- Coordinate WebPAC customisations and improvements by working with the Libraries and the ILS vendor.
- Implement and maintain consistent and reliable operation, delivery, and access to the University's Institutional Repository System (UGSpace).
- Provision of systems administration and support for UG EZproxy server.
- Provision of Systems support to all the University's Academic Databases, Ebook Platforms, and the EBSCO Discovery Service.
- Systems maintenance of UG Libraries Ask-a-Librarian Live Chat application, Past exams' papers application and Research Guides Platform.
- Oversee the provision of timely and efficient troubleshooting assistance to users by investigating all questions/issues relating to the ILS and taking appropriate action for resolution.
- Provide support to library staff and other UG users from issue identification through resolution on the use of all Library and Research services platforms.
- Provide leadership in the use of open-source systems to implement applications for use at UG Libraries and other allied research units at UG.
- Coordinate the generation of ad hoc and recurring reports generated in the ILS, UGSpace, EZproxy and other library and research applications.
- Plan and organize periodic training for Librarians, Faculty, and students on the use of the varied Library services platforms.
- Provide and make recommendations for systemic improvements in the use of all library systems.
- Evaluate, recommend, and pilot new library technologies as appropriate.
- Perform any other related duties as assigned by the CITO or the University Librarian.

QUALIFICATIONS AND ATTRIBUTES

- A good first degree in a Computer Engineering/Science, Information Technology, Electrical Engineering or any other relevant areas and a master's degree in preferably Information Studies or Computer Science and Information Technology

- A minimum of seven (7) years' relevant working experience in administering EZproxy, a Sierra ILS and an Institutional Repository using DSpace.

- Experience with HTML, PHP, PostgreSQL, MySQL.
- Ability to communicate concepts and processes clearly and effectively in oral and written form.
- Upholding high ethical and moral standards.
- Ability to coordinate and work with teams.
- Possession of any relevant professional certification could be an advantage. Appreciation of IP Protocols and internet working of IP and Data Networks is an advantage.

MODE OF APPLICATION

Applicants are required to submit the complete application pack addressed to **the Registrar, University of Ghana,** through **vacancies@ug.edu.gh (Electronic copy only).** Hard copy applications will not be accepted.

The application pack should be submitted as a single PDF file and should contain the following:

1. Completed application form for Senior Administrative and Professional employees **(UAB Form 1B)** to be downloaded from the University's website at: www.ug.edu.gh/hrodd;
2. An up-to-date Curriculum Vitae;
3. Copies of relevant educational and/or professional certificates; and,
4. Two reference letters, at least one of which should be from a Head of Unit in the University of Ghana, with whom the applicant has worked. The reference letters should, among others, include the following information on the candidate:

   a. Professional competence and work output
   b. Leadership abilities and sense of responsibility
   c. General Contribution to the work of the University (or relevant organization)
   d. Interpersonal skills
   e. Any other relevant information

CLOSING DATE
Applications should reach vacancies@ug.edu.gh not later than **30TH JUNE 2023.**

Only shortlisted applicants will be contacted to participate in a selection process.