

Nigeria Extractive Industries Transparency Initiative (NETI)
Job profile of ICT Admin Officer

Title of the position: ICT Admin Officer.	Location of the job (Department & Division): Finance & Admin. Division
Number of subordinates: 0	Reports to: HR/ Admin Team Leader
Mission/ Core purpose of the job (short description)	
To assure qualitative customer service by assisting in the design, development and implementation of industry-best ICT policies, processes and procedures. To ensure the smooth running of systems, programs and technology hardware within the organization through the provision of specialist and technical support. To foster and maintain relationships between NETI and other key stakeholders of the business.	
Key performance area Core, essential responsibilities/ outputs of the position (KPA's)	
Role complexity: <ul style="list-style-type: none"> • Interface with specialists from Information Systems (IS) • Interface with external consultants where necessary 	
Task complexity: <ul style="list-style-type: none"> • Effectively execute operational plans, policies, processes and procedures. • Participate in the evaluation of existing Customer Operations processes and procedures, highlighting gaps or inefficiencies with respect to industry-best practice. • Participate in the refinement and re-engineering of existing processes. • Assist in defining key process performance indicators, providing basis of computation and measurement frequency. • Assist in compiling and developing user requirement specifications and training manuals. • Assist in defining and documenting IT Operations Business Process, Policies and Procedures • Proactively collate system requirements for all developed processes, keeping accurate records of systems feature necessary for upgrade and optimal performance. • Participate in the development of an overall compliance-monitoring framework. • Ensure conformance of process operators to defined processes, reporting non-adherence to the Support Systems. • Participate in system and software upgrades. • Assist in the implementation of new technology and/ or process initiatives. • Assist in maintaining process and system integrity. 	

<ul style="list-style-type: none"> • Ensure prompt generation of relevant reports. • Perform other duties as may be assigned from time to time by the HR/ Admin Team Leader
Supervisory Complexity: <ul style="list-style-type: none"> • None.
Leadership Complexity: <ul style="list-style-type: none"> • None.
Managerial complexity: <ul style="list-style-type: none"> • None
Creativities (improvement/ innovation inherent): <ul style="list-style-type: none"> • Effective refinement of existing processes to reflect acceptable industry standards. • Proactive recognition and elimination of inefficient and redundant processes within the system.

Vulnerabilities (control span) <ul style="list-style-type: none"> • Lack of punitive actions for service level defaults. • Lack of necessary technology and other resources to effectively implement processes
Collaboration
Responsibility towards: <ul style="list-style-type: none"> • Direct report: None • Matrix report: None • Key customer: Company's staff • Key supplier: 3rd party vendors • Relations: Other departments/ units
Discretionary space
Independent thought and Judgment: <ul style="list-style-type: none"> • Predetermined policies and procedures. • Development of operational policies, guidelines and quality control • Definition and allocation of targets
Minimum Requirements
Education: <ul style="list-style-type: none"> • A tertiary education (OND, HND or BSc.) in computer science, electronics engineering or any technology/ system related field
Experience: <ul style="list-style-type: none"> • At least 5 years experience out of which 2 years must be in similar role
Training: <ul style="list-style-type: none"> • Systems and technology training • Presentation skills

<ul style="list-style-type: none"> • Project Management • Business Process Improvement • Hardware maintenance
Competencies
Knowledge: <ul style="list-style-type: none"> • Relationship Management. • Process design and development • Project planning and management • Basic Information Technology • Advance systems use and operation. • NEITI Policies & Procedures
Skills/ physical competencies: <ul style="list-style-type: none"> • Communication skills at all levels • Reporting skills • Interpersonal skills • Analytical skills • Problem solving

Behavioural qualities:		
<ul style="list-style-type: none"> • Integrity and transparency • Enthusiasm and zeal towards work • Good work habits with minimal turn around time • Good teaming ability 		
General working conditions (e.g. shift work, specific tools, special clothing, environmental requirements, etc.)		
<ul style="list-style-type: none"> • Normal hours • May be required to work extended work hours 		
Quality Standards		
<ul style="list-style-type: none"> • Ensure effective performance of the organization's information and communication system • Ensure effective response to IT need • Ensure effective utilization of IT system • Ensure internal customer satisfaction 		
Sign-off / Approval		
HR Manager:	Director F&A:	CEO:
Date:	Date:	Date: