



WE ARE HIRING

HEAD, INFORMATION & COMMUNICATION TECHNOLOGY (ICT)

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| Job Title | Head, Information & Communication Technology (ICT) |
| Department / Directorate | Information & Communication Technology / Corporate & Internal Services |
| Direct Supervisor | Director, Corporate & Internal Services |
| Direct Subordinates | Senior Manager, ICT; and Deputy Manager, ICT |
| Grade Level | Assistant Director / Senior Manager / Manager (appointment level to be determined by the Institute based on the successful candidate's qualifications, experience and internal grading framework) |
| Job Location | Lagos |

ROLE PURPOSE

The Head, ICT is the Institute's senior technology leader and is responsible for translating CITN's strategic objectives into a secure, resilient, integrated and future-ready digital environment. The role provides enterprise-wide leadership for ICT strategy, governance, cybersecurity, infrastructure, applications, data, digital transformation, service management, technology investments and ICT people capability, while ensuring that technology enables excellent services to members, students, staff, Council and other stakeholders.

KEY DUTIES & RESPONSIBILITIES

1. ICT Strategy, Governance & Enterprise Architecture

- Develop and implement the Institute's ICT strategy aligned with CITN's strategic objectives.
- Translate the ICT strategy into a costed, prioritized and measurable multi-year roadmap, with clear business outcomes, dependencies, risks and benefits.
- Lead digital transformation initiatives and technology innovation across the Institute.
- Establish an enterprise architecture and technology standards framework that promotes interoperability, scalability, security, value for money and reduction of technical debt.
- Develop ICT policies, standards, and operational procedures.
- Establish clear ICT decision rights, governance forums, investment controls, risk ownership and management reporting arrangements.

2. ICT Infrastructure, Cloud & Service Management

- Ensure the availability, reliability, security, and performance of ICT infrastructure.
- Oversee cloud infrastructure, virtualization, network architecture, and disaster recovery systems.
- Implement effective IT service management practices covering service catalogue, service levels, incident, problem, change, configuration, capacity, availability, and asset lifecycle management.
- Maintain robust monitoring, alerting, patching, backup, capacity planning and lifecycle replacement processes for critical technology assets.
- Define, monitor and continually improve service-level targets for critical systems and ICT support services.

3. Enterprise Applications, Digital Platforms & Integration

- Manage enterprise applications, including membership management, examination systems, learning management systems, finance, HR, and ERP platforms.
- Ensure effective administration of the Institute's website, member portals, online payment systems, and digital services.
- Own the application portfolio and ensure effective lifecycle management, licensing, upgrades, integrations, performance, support and user adoption.
- Promote secure systems integration and appropriate use of APIs to create seamless digital journeys and reduce duplicate data entry across the Institute.
- Drive automation of business processes to improve operational efficiency and service delivery.
- Partner with various departments and relevant committees of Council to identify, redesign and digitize high-impact processes based on measurable service and productivity outcomes.

4. Cybersecurity, Data Protection & Digital Resilience

- Establish and enforce ICT governance, cybersecurity, data protection, and business continuity policies.
- Ensure compliance with relevant ICT regulations, information security standards, and data privacy requirements.
- Maintain an enterprise ICT and cybersecurity risk register, ensure timely risk treatment and escalate material risks to the appropriate management and governance bodies.
- Oversee identity and access management, privileged access, endpoint protection, vulnerability management, security monitoring, threat response and security awareness.
- Ensure that privacy, security and resilience requirements are embedded by design in new systems, projects, vendor arrangements and business processes.
- Maintain, test and continuously improve cyber incident response, disaster recovery and business continuity capabilities, including clearly defined recovery time and recovery point objectives for critical services.
- Ensure backups are protected, regularly tested and capable of supporting timely restoration of critical services.
- Ensure compliance of the Institute's data with the NDPR Act.

5. Data, Analytics & Information Management

- Establish practical data governance arrangements covering data ownership, quality, classification, access, retention, security, integration and responsible use.
- Enable trusted management information, business intelligence and data analytics to support executive decision-making, operational performance and member service improvement.
- Promote a single-source-of-truth approach for critical institutional data and support the responsible adoption of analytics and artificial intelligence where justified by business value and risk.

6. ICT Portfolio, Budget, Procurement & Vendor Management

- Manage ICT budgets, procurement, contracts, and vendor relationships.
- Prepare robust business cases and investment recommendations that consider strategic fit, total cost of ownership, cybersecurity, data protection, integration, scalability, benefits and exit risks.
- Manage the ICT project and change portfolio, ensuring clear sponsorship, governance, milestones, benefits realization, risk management and post-implementation review.
- Establish measurable vendor service levels and regularly assess supplier performance, resilience, security, compliance and value for money.
- Ensure appropriate software licence management and technology asset controls.

7. Leadership, Stakeholder Engagement & Reporting

- Provide leadership for ICT staff, consultants, and service providers.
- Build a high-performing ICT function through clear accountability, workforce planning, coaching, succession planning and continuous professional development.
- Act as a trusted technology adviser to Council, Management, and Staff, communicating technology opportunities, risks and trade-offs in clear business language.
- Monitor emerging technologies and recommend innovative solutions to support the Institute's growth.
- Evaluate emerging technologies through disciplined experimentation and risk assessment, prioritizing solutions with clear institutional value.
- Prepare periodic ICT performance reports for Council through the Management.
- Ensure ICT performance reporting includes service, project, financial, cybersecurity, risk, compliance, vendor, and benefits-realization indicators.
- Support virtual meetings, conferences, examinations, and other Institute-wide digital engagements.
- Ensure critical Institute-wide digital events are supported by appropriate capacity planning, rehearsals, contingency arrangements, and post-event review.
- To act as Secretary to the ICT Committee of Council.

EDUCATIONAL / PROFESSIONAL QUALIFICATIONS

- Bachelor's degree in Computer Science, Information Technology, Computer Engineering, Information Systems, Software Engineering, or a related discipline.
- Master's degree in Information Technology, Information Systems, Computer Science, Business Administration (MBA), or a related field will be an added advantage.
- Evidence of continuous professional development in technology leadership, cybersecurity, digital transformation, data, governance, or related fields is desirable.

Membership of relevant professional bodies such as:

- Computer Professionals Registration Council of Nigeria (CPN)
- Nigeria Computer Society (NCS)
- Information Systems Audit and Control Association (ISACA)
- Project Management Institute (PMI)
- Membership of another reputable ICT, cybersecurity, engineering, data, privacy or technology leadership professional body may also be considered.

Relevant ICT certifications such as:

- Microsoft Certified (Azure Administrator/Solutions Architect)
- One or more relevant certifications in cloud architecture, cybersecurity, IT governance, service management, project management, data protection, enterprise architecture or related disciplines will be an added advantage (for example, AWS/Azure, CISSP, CISM, CRISC, COBIT, ITIL, PMP/PRINCE2, TOGAF or equivalent).
- The Institute may consider equivalent combinations of relevant education, professional certification and demonstrable experience.

REQUIRED EXPERIENCE

- Significant, progressively responsible ICT experience is required; emphasis will be placed on the relevance, depth, scale and demonstrated impact of the candidate's experience rather than on a rigid minimum number of years.
- Demonstrated experience managing enterprise ICT infrastructure.
- Experience implementing digital transformation initiatives.
- Proven ability to lead enterprise-wide ICT projects.
- Experience managing cloud platforms and hybrid infrastructure.
- Strong background in cybersecurity governance and risk management.
- Experience managing ERP systems, CRM platforms, and enterprise databases.
- Experience with online examination platforms and digital learning systems is an advantage.
- Experience within a professional body, regulatory institution, higher education institution, financial services, or the public sector will be an added advantage.
- Demonstrated experience leading multidisciplinary ICT teams and managing external service providers, consultants and technology vendors.
- Experience managing ICT budgets, technology procurement, contracts, service levels and vendor performance.
- Experience presenting ICT performance, investment proposals, technology risks and major incidents to executive or governance-level stakeholders.
- Evidence of successfully improving service reliability, cybersecurity posture, digital user experience or operational efficiency through technology.

TECHNICAL COMPETENCIES

- ICT Strategy Development
- Enterprise Architecture
- Cybersecurity Management
- Network Administration
- Server Administration
- Microsoft 365 Administration
- Database Administration (SQL Server, Oracle, MySQL)
- ERP & Enterprise Applications
- Business Intelligence & Data Analytics
- Systems Integration & APIs
- Website & Portal Management
- Digital Transformation
- IT Governance (COBIT)
- Disaster Recovery & Business Continuity
- Vendor Management
- ICT Budgeting
- ICT Risk Management
- IT Service Management and Service-Level Management
- Cloud Architecture and Hybrid Infrastructure
- Identity and Access Management
- Data Governance and Information Lifecycle Management
- Data Protection and Privacy-by-Design
- Technology Portfolio, Programme and Project Governance
- Technology Procurement, Licensing and Asset Lifecycle Management
- Cyber Incident Response and Security Operations Oversight
- Emerging Technology and Responsible AI Evaluation

LEADERSHIP & BEHAVIOURAL COMPETENCIES

- Strategic thinking and sound judgement, with the ability to connect technology choices to institutional objectives and stakeholder outcomes.
- Strong leadership, coaching and team-development capability.
- Excellent communication and executive presentation skills, including the ability to explain complex technology matters in clear business language.
- Strong stakeholder management, collaboration and influencing skills across technical and non-technical audiences.
- High integrity, confidentiality, accountability and professional judgement.
- Change leadership, innovation mindset and the ability to drive adoption of new ways of working.
- Analytical problem-solving, prioritization and evidence-based decision-making.
- Strong service orientation, resilience and composure during major incidents or high-pressure events.

INDICATIVE KEY PERFORMANCE INDICATORS

- The role will be assessed against measurable outcomes. Final targets will be agreed through the Institute's performance-management process.
- Availability, reliability and service-level performance of critical ICT systems and digital services.
 - Reduction in material ICT and cybersecurity risks; timely remediation of vulnerabilities, audit findings and control gaps.
 - Effectiveness of incident response, backup restoration, disaster recovery and business continuity tests.
 - Delivery of approved ICT projects and transformation initiatives to agreed scope, time, budget, quality and benefits.
 - User adoption, stakeholder satisfaction and measurable improvement in digital service experience.
 - ICT budget discipline, procurement efficiency, licence optimization and vendor service performance.
 - Quality, timeliness and usefulness of ICT governance, risk and performance reporting to management and Council.
 - Progress in data quality, integration, automation and availability of trusted management information.
 - Development, retention and capability growth of the ICT team.

APPLICATION DEADLINE

Friday, 17 July, 2026

Only shortlisted candidates will be contacted.

APPLICATION PROCESS

Interested and qualified candidates should submit:

- Application Letter
- Detailed Curriculum Vitae
- Copies of Academic and Professional Certificates
- Relevant Professional Membership Certificates

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