



OVERVIEW & JOB OBJECTIVE					
Job Title	Technology Specialist	Pay Range (Annual Gross)	N5M – N7M	Location	Lagos, Head Office
Grade Level	Middle Management				
<p>Background:</p> <p>The CIPM is the umbrella Association for Practitioners of People Management with the vision to be the Institute of Choice for People Management.</p> <p style="text-align: center;">At the CIPM: We care for our People We partner to build their Careers and Together we strive for EXCELLENCE “We focus on building people, so our people will focus on building our Institute”</p> <p>The purpose of this job shall be to:</p> <ul style="list-style-type: none"> Supporting decision-making by providing appropriate IT decision to alignment with the Institute’s Business Strategy Duties would include but not limited to; managing CIPM IT infrastructure like websites, portal, contact centre, ERP, networking, operations etc. 					
REPORTING RELATIONSHIPS					
Reports to	Team Lead, Corporate Services	Supervises	<ul style="list-style-type: none"> ICT support Data Analyst 		
JOB DUTIES / RESPONSIBILITIES / ACCOUNTABILITIES					
Internally Relates with	<ul style="list-style-type: none"> External Clients Internal Stakeholders 	Externally Relates with	<ul style="list-style-type: none"> Vendors Corporate Organizations. 		
PRINCIPAL ACCOUNTABILITIES & RESPONSIBILITIES					
	<ul style="list-style-type: none"> Update, Communicate and Implement the organization ICT strategy, operational plan, policies, procedures, systems and tools in consonance with the Institute’s ICT needs. Deploy the organisation’s ERP solutions; Maintain the CIPM’s Websites and portal; Provide a secure and efficient network infrastructure to support the organization’s software and systems; Recommend strategies, policies and procedures as they relate to IT systems and infrastructure by evaluating the outcomes, identifying problems, assessing trends and anticipating requirements; Work with appropriate staff/managers/fora on developing ICT strategy and annual operational plan, ensuring synergy with the organization’s strategy and direction; Ensure adequate plan for disaster recovery and/or back-ups of the organization’s data and information; 				



	<ul style="list-style-type: none"> • Management and support of the organization telephone system (including deployment and support of VoIP and unified telecommunications solutions across multiple/international locations where required); • Ensure efficient, secure and effective operation and performance of the organization network across all locations; • Provide technical guidance and updates to other staff as required. • Work with the line manager to lead negotiations, deliver SLAs and manage vendors on ICT related projects
KEY PERFORMANCE INDICATORS	
Operational Targets	<ul style="list-style-type: none"> • Deployment, maintenance/management of the ERP solutions, Office 365, Cybersecurity solution, Backup and Recovery, Contact center, website portal. • Management of IT operations
PERSON SPECIFICATION	
Knowledge, Technical Skills and Attitudes	
<p>1. Building Collaborative Relationships: The ability to develop, maintain, and strengthen partnerships with internal and external stakeholders who can provide information, assistance, and support to the business.</p> <ul style="list-style-type: none"> - Ability to develop and maintain a vibrant, long-term network of relationships with individuals from multiple constituencies. - Has a successful track record of developing, managing, growing, and institutionalizing complex relationships on behalf of the company. <p>2. Communication: The ability to plan and deliver oral and written communications that make an impact and persuade their intended audiences.</p>	<p>3. Emotional intelligence – being able to understand and manage your own and others’ emotions, and their effect on behaviors and attitudes.</p> <p>4. Customer Orientation: The ability to demonstrate concern for satisfying one’s external and/or internal customers.</p> <p>5. Achieving results: Sets realistic targets for himself/herself and for the team; ensures availability of resources and supports staff members in achieving results. Monitors progress and performance; evaluates achievements and integrates lessons learned.</p>
Experience	
<ul style="list-style-type: none"> • Minimum of 6 years post-graduation experience on a similar role in a reputable organization 	
Qualifications	
<p>1. Bachelor’s degree in computer science or any relevant discipline</p>	<p>2. Member of Cisco and other ICT certification</p> <p>3. Relevant IT Management, Enterprise and Security Certification</p>
Other Requirements	
<ol style="list-style-type: none"> 1. Computer Literate: Excel, Word, Outlook 2. Social Media Platforms 3. Computer systems and programs 	<p>Proficiency in the following:</p> <ul style="list-style-type: none"> • Microsoft Windows Server



<ol style="list-style-type: none"> 4. Computer networks, network administration and network installation 5. Computer troubleshooting 6. Computer viruses and security 	<ul style="list-style-type: none"> • Microsoft Windows Client • Microsoft Office • Microsoft SQL • Microsoft SharePoint • Mobile devices technologies • Network infrastructure concepts and technologies: DHCP, DNS, VPN (CISCO, Netasq) • Website and Membership Portal • ERP
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PHYSICAL REQUIREMENTS

Location	Office Based <input type="checkbox"/>	Both Office & Field Based ✓		Field Based <input type="checkbox"/>
Travel	None <input type="checkbox"/>	0% - 30% ✓	31% - 60% <input type="checkbox"/>	61% - 100% <input type="checkbox"/>
Work Cycle/Days	Mondays – Fridays			

Application Process

- Method of Application: Send your CV quoting appropriate Job Title to Humanresources@cipmnigeria.org
- Application Deadline: **November 8, 2022**
- Remuneration: We value our employees and the role comes with an attractive compensation, benefits and a great work environment.