ADETOKUNBO BABATUNDE SOFOLUWE-CENTRE FOR INFORMATIONTECHNOLOGY AND SYSTEMS (ABS-CITS)

OPERATIONAL MANUAL AND GUIDELINES

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ABOUT THE ICT DIRECTORATE

Named after its 10th Vice-Chancellor, the University's ICT Directorate, Adetokunbo Babatunde Sofoluwe-Centre for Information Technology and System (ABS-CITS), administers and coordinates ICT infrastructure and services within the University of Lagos. Since its establishment in the late 1960s as the Institute of Computer Studies, the directorate has constantly reviewed and expanded its mandates. Initially, the institute focused on exposing the students to the emerging world of computer technology. However, in the 1970s, the institute evolved into a computer centre that not only provided training for students but also offered computer services to the university community and technology industry at large.

Then, in 2005, the University during the administration of the 8th Vice-Chancellor, the distinguished late Professor Oyewusi Ibidapo-Obe (OFR, FAS) expanded the mandate of the computer centre to accommodate and manage the University's internet network infrastructure, access control and surveillance, and student information management system. He named the expanded unit “Centre for Information Technology and Systems (CITS)”. In the last 15 years, new ICT frontiers have emerged that improve teaching, learning, research and development, administration and governance, such as enterprise resource planning, learning management systems, virtual

communication platforms, and digital immersions. This further necessitates the expansion of the mandates of the ICT directorate and arming the centre with the requisite human capacity to handle the expanded scope.

The ABS-CITS has built up a rich repository of experience about the University's ICT landscape. So, it has become the natural directorate for the implementation of the University of Lagos ICT policy. Thus, the ABS-CITS in addition to its primary mandates of designing, planning and managing the ICT infrastructure and services for the University, is the implementation unit for the University's ICT policy. This additional responsibility necessitates the compilation of an operational manual for the directorate.

1.0 PHILOSOPHY/VISION/MISSION STATEMENTS

1.1 Philosophy

The ICT strategy of the directorate is motivated by the desire to ensure that every aspect of the University's processes and services is constantly attuned to digital transformation and automation for efficient and effective service delivery while ensuring value for investment.

1.2 Vision Statement

The ABS-CITS envisions a University of Lagos in which all the University's processes and services are fully automated to empower both students and staff to be globally competitive.

1.3 Mission Statement

The ABS-CITS seeks to harness ICT infrastructure and applications to support teaching, learning, research and development, administration and governance in alignment with the University's strategic goals.

2.0 MANDATE

The ABS-CITS shall be responsible for the design, planning, coordination, administration, and management of all ICT-related activities, including the implementation of the University's ICT policy, to ensure that value is gained from the University's investment and the use of the university ICT resources is within a governance framework. It shall be responsible for providing strategic direction and playing an advisory role in all ICT-related matters for both the Vice-Chancellor and the Senate. The specific mandates of the directorate shall include, but are not limited to:

i. Designing and planning the ICT infrastructure landscape for the University to support teaching, learning, research and development, administration and governance in alignment with the University's vision and mission statements.

ii. Administering, managing and superintending over the ICT infrastructure of the University while ensuring value for investment.

iii. Implementing and enforcing the University ICT policy to engender the safe and responsible use of the University's ICT resources.

iv. Ensuring that members of the University community are digitally literate and familiar with ICT trends, equipment and applications.

v. Advising the Vice-Chancellor and Senate of the University on emerging trends and global best practices in the ICT sector.

vi. Formulating guidelines and protocols that guide the deployment and usage of ICT infrastructure for different University processes, businesses and services.

vii. Ensuring that the University's internet networks and supporting infrastructure are robust, effective and secure to support all digital processes and services within the University.

viii. Coordinating and managing the University's Enterprise Resource Planning (ERP), Learning Management System (LMS),

Computer-Based Testing (CBT) and other digital facilities to optimise workflow processes, teaching, learning, assessment, research and development, administration and governance, including public engagement.

ix. Providing technical specifications for hardware and software requirements to sustain the University's ICT infrastructural assets and end-user devices.

x. Ensuring the safe and responsible deployment of ICT tools to drive different University processes and services.

xi. Serving as the University's representative in interfacing, regulating, and managing the University’s engagements with third-party ICT service providers and regulatory agencies.

3.0 ADMINISTRATION

The Vice-Chancellor shall have oversight responsibility for the ICT directorate through a statutory management Board, for which a professor nominated by the Vice-Chancellor will serve as chair. The director, who will also be appointed by the Vice-Chancellor, shall coordinate the day-to-day running of the Directorate in an executive capacity. The director shall be supported by three Deputy Directors, as indicated below: 2 on the Akoka campus and 1 for the College of Medicine University of Lagos (CMUL), comprising the College and the Faculty of Pharmacy.

1. Deputy-Director I, Network, Infrastructure and Services (NIS)-Akoka and Radiography
2. Deputy-Director II, Operations, Akoka and Radiography
3. Deputy Director III, CMUL (responsible for both NIS and Operations at the College).

The Directorate has nine (9) operational units covering the mandates specified in Section 3.0 in the current manual. Each unit is headed by a senior officer of not less than a Chief System Analyst/ Administrator/ Programmer/ IT Equipment Engineer or equivalent. In addition to these nine units, a sub-unit of the ABS-CITS is domiciled at the School of Postgraduate Studies (SPGS) and the Distance Learning Institute (DLI).

The organogram for the directorate is shown in Figure 1.

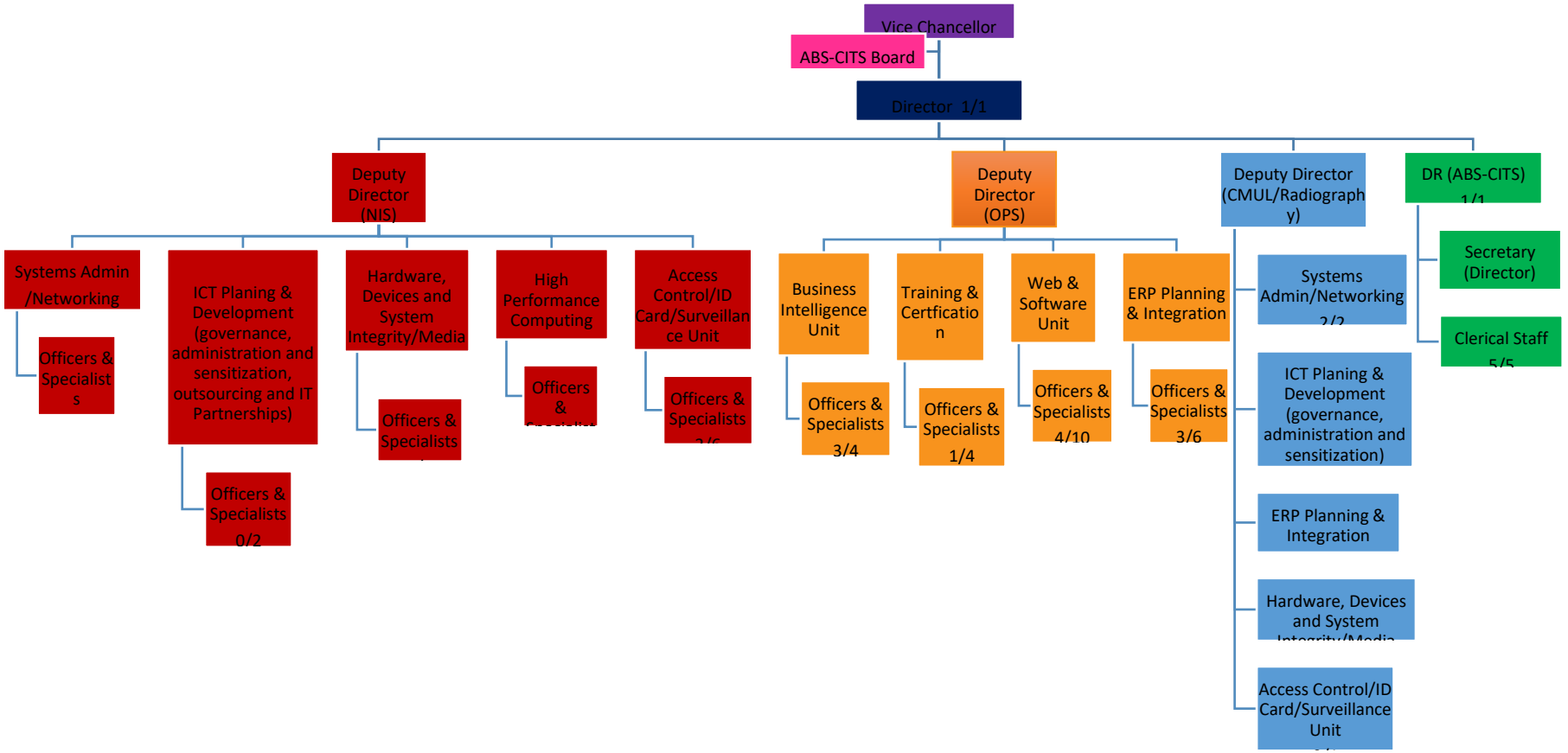

Figure 1. The Organogram of ABS-CITS

4.0 VARIOUS UNITS IN THE DIRECTORATE

a) Systems Admin and Networking

This unit is responsible for installing, configuring and maintaining ICT infrastructure. This includes ensuring the reliable operation of hardware, software and network infrastructure, especially with multi-user computers, such as servers and other peripherals. This extends to system upgrades (new releases and models), system performance monitoring, troubleshooting, and implementing robust security architecture through access controls, backups and firewalls. This unit is the pillar anchoring the University's digital ecosystem, on which other ICT systems and operations rest.

b) Planning and Development (ICT P&D)

The ICT-P&D unit aggregates the University's ICT plans concerning the strategic goal of deploying digital infrastructure to automate different University processes and services. It drives the administration and implementation of ICT policy for the University. It also regularly promotes the deepening of ICT culture to ensure that ICT policy is well-domesticated among members of the University community through sensitisation and awareness. It harvests behavioural patterns in the community to inform ICT policy direction and governance. Its crucial role is to align the University community's interaction with ICT with the University's strategic goals and objectives. Further, the unit coordinates outsourcing and ICT partnership engagement.

c) Hardware, Devices and Systems Integrity/Media

This unit provides specification guidance in acquiring hardware and devices (computer methods, scanning and photocopying machines, cameras, projectors and multi-media systems, screens, Public Address Systems and Microphones) to support a robust ICT infrastructure for the University. The unit equally assesses hardware and devices for replacement and boarding and conducts

an integrity assessment of these assets to ensure optimal performance.

d) Access Control/ID Card/Surveillance

The unit implements the digital security architecture for controlling access and tracking human movement on campus to maintain the security and safety of University's assets, staff, and students. The unit handles all activities and processes to control and monitor access to physical spaces. It designs and implements Access Control/ID Card and surveillance technology in-house or in partnership with third-party service vendors, incorporating innovative features and emerging technologies.

e) High-Performance Computing

This unit houses a dedicated cluster of networked computers with advanced processors (including many-core CPUs and GPUs) for simulating and providing solutions to real-world problems in life and physical sciences, engineering, finance and economics, and other complex analysis.

f) Data Analytics Unit

The University has a rich data ecosystem that is crucial in business decision-making based on curated behavioural data patterns via analytics. This unit provides institutional in-house service to support the Directorate of Academic Planning in deploying a customised Data Management and Analytics Solution (DAMAS) for analytics to guide strategic planning.

g) Training and Certification

The Training & Certification (T & C) unit coordinates all training and certification programmes of the ABS-CITS dedicated to bridging ICT digital skill gaps in members of the University community and the public. The unit hosts the CISCO and HUAWEI academies. These two academies are reinforced by other bespoke short-term courses such as proficiency in computer, Graphic Design, Python programming and Data Analytics for the acquisition of *in-demand* digital skills. The unit ensures that employees and professionals have

the necessary skills, qualifications and capacities to perform their jobs effectively and meet industry standards.

h) Web & Software Development Unit

This unit is primarily responsible for the planning, designing and developing bespoke software solutions and applications that drive the University's e-processes and services (e.g., design and hosting of University websites). Additionally, the unit renders third-party solutions to university community members and the public. Some of the recent solutions from this unit include the e-election platform, test-on-line, electronic medical records (EMR), e-application for convocation ceremonies, e-inventory, Staff annual leave calculator, e-notification of payslips, exam-ticketing solution, etc. In conjunction with the ICT Planning and Development, the unit advises the University on software licensing and subscription.

i) ERP Planning and Integration

The ERP Planning and Integration unit coordinates the development of the University's enterprise architecture, which drives the University's enterprise resource planning (ERP) vision. The unit hosts/coordinates a third-party commercial ERP solution for automating the University's processes and services. The unit also coordinates the extension and integration of any other automation application into the University's EA.

5.0 STANDARD OPERATING PROTOCOLS (SOP) FOR THE DIRECTORATE

The University ICT policy is the guiding document for the directorate operating protocols. Each of the nine (9) units in the directorate has specific operating protocols peculiar to that unit. Although the director gives the overall directive to each unit and the superintending Deputy Directors, the protocols are operational at the units under the responsibility of their various Heads.

Figure 2 shows a flowchart illustrating the generic operational sequence in the directorate.

5.1 SOP for the System Admin/Networking Unit.

i. All requests for services or complaints relating to networking, such as loss of internet connectivity, low bandwidth, device breakdown, or request for new connection or restoration, must be sent to the ABS-CITS Directorate through email (e-administration, though hardcopy requests are also allowed) at dir-cits@unilag.edu.ng. Please note that communication on social media platforms such as WhatsApp would serve as advance notice, which should be followed by official communication channels such as emails or hardcopy memos.

ii. The director acknowledges the communication, reviews it, and forwards it to the Deputy Director (NIS) for implementation.

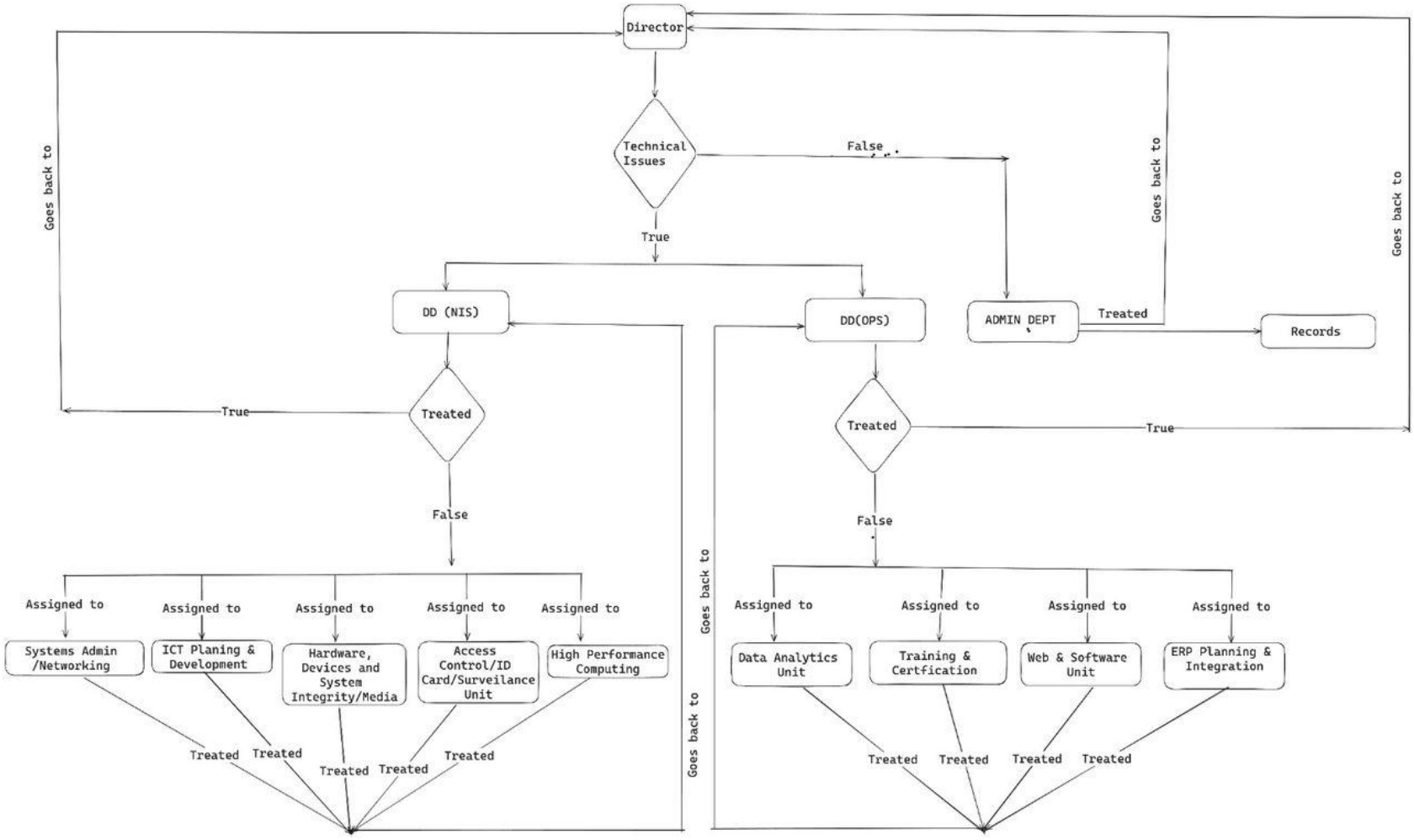

Figure 2: Workflow chart of the ABS-CITS [A suggestion here is for very firm enscoping; for otherwise, staffing requirements may become unnecessarily bloated-emphasis, it is further suggested, should be on support, rather than 'line operations'].

iii. The Deputy Director (NIS) forwards that to the Head of the Networking Unit, who reviews the nature of requests or complaints and sets up a team to work on them.

iv. The team first conducts an internal review and then mobilises to the site to assess the service request or complaint and work to resolve the issue.

v. Once the issue is resolved, the team records the incident in a "soft logbook" indicating the originator, the location/unit affected, the nature of the issue, what was responsible for it, and the solution implemented, including the timeline, the challenges, and the lesson learnt.

vi. The incident report is received and endorsed by the Head of the Unit and sent to the Deputy Director (DD) NIS, who then reviews it and forwards it to the director for his final review and approval.

vii. The director, satisfied that the issue has been fully attended to, would thereafter send feedback to the request's originator indicating that the issue has been resolved satisfactorily.

viii. The Networking Unit would monitor the resolved incident for at least one week thereafter and ensure it does not relapse.

ix. The Networking Unit will not attend to requests not routed through the Director, ABS-CITS.

x. The Networking unit does not attend to informal requests for service.

xi. The standard resolution time for any duly reported incident is 24 hours, provided that it does not involve procuring hardware and/or software related to the request.

xii. The Directorate would provide regular updates on incidences of an extensive nature that cannot be resolved within 24 hours.

5.2 SOP for the ICT Planning and Development Unit

The under-listed SOP shall guide activities and operations of the ICT Planning and Development Unit to ensure effective planning, development, and implementation of ICT projects in alignment with the University's ICT strategic goals.

i. Proposals for ICT projects or services such as third-party ICT solutions formally received at the office of the director or through email communications to dir-cits@unilag.edu.ng shall be forwarded to the DD (NIS) for onward transmission to the ICT planning and development unit.

ii. The ICT Planning and Development Unit reviews the proposal in relation to the University ICT strategic goal vis-a-vis the value proposition in the proposal and makes preliminary recommendations to the director for his attention.

iii. If the recommendation is positive, the director will direct a user requirement survey to determine the proposed service's user desirability.

iv. Subsequently, the unit develops survey instruments and administers them to the University community or segment of the University community that would be affected by the proposed service.

v. The unit analyses the survey and evaluates the value proposition with respect to value for investment, prepares a report and forwards it to the director for his endorsement.

vi. On receipt of the report, the director reviews it in conjunction with the deputy directors and makes a final recommendation to the Vice-Chancellor through the Chairman of the board of ABS-CITS.

vii. The unit keeps records of all third-party-initiated propositions or in-house initiated propositions and also tracks the status of ICT infrastructure and services by receiving regular reports from the other eight units in the Directorate.

viii. The ICT Planning and Development coordinates the Directorate's yearly ICT report.

ix. The ICT Planning and Development also coordinates the budgeting process for the Directorate in alignment with the strategic vision and mandates of the Directorate.

x. The ICT Planning and Directorate Unit also provides direction to the Directorate on developments in the ICT landscape.

5.3 SOP for the Hardware and Devices Integrity Unit.

i. All requests for services or complaints relating to the purchase of a new computer, new computing devices, formatting, repairs, replacement of components, and/or upgrading of existing hardware system must be sent to the ABS-CITS directorate through email (e-administration, though hardcopy requests are also allowed) at dir-cits@unilag.edu.ng. Please note that communication on social media platforms such as WhatsApp would serve as advance notice, which must be followed up with official communication channels such as emails or hardcopy memos.

ii. The director acknowledges the communication, reviews it, and forwards it to the Deputy Director DD(NIS) for implementation.

iii. The Deputy Director (NIS) forwards that to the Head, Hardware Unit, who reviews the nature of requests or complaints and sets up a team to work on them.

iv. The Head gets the request or incident documented in the log book or job card in the unit.

v. The Head of the unit mobilises its members to look into the request or incident by visiting the location where the computer or device is located and conducting an assessment. If it is a request for new hardware, a market survey will be conducted and thereafter, the unit will provide advice on the specification and cost of the required items.

vi. Once the issue is resolved, the team records the incident in a log book. This log book will indicate the originator, the location/unit affected, the nature of the issue, who was responsible for it, and the solution implemented, including the timeline, the challenges, and the lessons learned.

vii. The incident report is received and endorsed by the Head of the Unit and sent to the Deputy Director (NIS), who then reviews it and forwards it to the director for his final review and approval.

viii. The director, satisfied that the request has been fully attended to, would thereafter send feedback to the originator of the request indicating that the issue has been resolved satisfactorily.

ix. The Hardware unit follows up on the resolved incident.

x. The Hardware and Devices Integrity Unit would not attend to any request not routed through the Director, ABS-CITS.

xi. The Hardware and Devices Integrity Unit does not attend to informal requests for service.

xii. The standard resolution time for any duly reported incident is three working days, provided that it does not involve the procurement of hardware and/or software related to the request.

5.4 SOP for the Access Control, ID Card and Surveillance Unit

i. All requests for services related to the issuance of ID cards to new staff members and new students, or replacement of ID cards to staff and students, access control and other related matters must be sent to the ABS-CITS directorate through email (e-administration, though hardcopy requests are also allowed) at dir-cits@unilag.edu.ng. Please note that communication on social media platforms such as WhatsApp would serve as advance notice, which must be followed up with official communication channels such as emails or hardcopy memos.

ii. The director acknowledges the communication, reviews it, and forwards it to the Deputy Director DD(NIS) for implementation.

iii. The Deputy Director (NIS) forwards that to the Head of the Access Control/ID Card/Surveillance Unit, who reviews the nature of requests or complaints and then sends them to the unit's team lead for further processing.

iv. The Unit Head analyses the request and deal with it accordingly:

   a. If the request is to produce ID cards for the full-time students, the unit downloads the already uploaded pictures and signatures of those students from the student repository and processes the ID card.

   b. For other categories of students: School of Postgraduate Studies, HRDC, Sandwich, DLI, and any part-time student, the unit downloads the student’s records from the student portal (ERP) to process the requested ID Cards;

   c. New staff/visit the ID Card Unit for capturing on Tuesday or Thursday only.

d. In case of theft/loss of student ID cards, such student writes for ID card replacement through the Course Adviser and Head of Department to the Director of Academic Affairs, who compiles the list and sends it to the Directorate of ABS-CITS for processing;

e. In case of staff ID card theft/loss, such staff writes his/her Head of Department to the Registrar who compiles the list and sends it to the Directorate of ABS-CITS for processing.

v. Once the ID card is produced or reproduced, the list is sent to the Registrar through the Director, ABS-CITS for staff, and to the Director of Academic Affairs for students.

vi. The Head of the Access Control/ID Card/Surveillance Unit will not attend to any request not routed through the Director of ABS-CITS.

vii. The Head of the Access Control/ID Card/Surveillance unit does not attend to informal requests for service.

viii. ID cards are ready two days after data capture, except consumables are out of stock.

ix. The unit regularly takes stock of consumables and also processes restocking by calling for and seeking approval for quotes from vendors.

5.5 SOP for the High-Performance Computing Unit

i. All requests for access to the facilities of the High-Performance Computing unit at the ABS-CITS for simulation and other related activities, including software stack management, user support, job scheduling and resource allocation, performance monitoring and tuning, and data management, must be sent to the ABS-CITS directorate through email (e-

administration, though hardcopy requests are also allowed) at dir-cits@unilag.edu.ng. Please note that communication on social media platforms such as WhatsApp would serve as advance notice, which must be followed up with official communication channels such as emails or hardcopy memos.

ii. The director acknowledges the communication, reviews it, and forwards it to the Deputy Director of Development (NIS) for implementation.

iii. The Deputy Director (NIS) forwards that to the Head, of High-Performance Computing Unit, who reviews the nature of requests or complaints and sets up a team to work on them.

iv. The Deputy Director (NIS), in consultation with the Head of the High-Performance unit, prepares a calendar for using the facility, allocates computing resources, and determines the required capacity relative to available capacity.

v. Once the computational needs have been attended to or the required service provided, the unit keeps a record of the treated request, indicating the nature of the issue and the solution implemented, including the timeline, the challenges, and the new competence acquired.

vi. The report is received and endorsed by the Head of the High-Performance Computing Unit and sent to the Deputy Director (NIS), who then reviews it and forwards it to the director for his final review and approval.

vii. The director, satisfied that the issue has been fully attended to, would thereafter send feedback to the originator of the request indicating that the issue has been resolved satisfactorily.

viii. The High-Performance Computing Unit would follow up on the progress made on the simulation activity and offer support where necessary.

ix. The High-Performance Computing Unit would not attend to any request not routed through the Director, ABS-CITS.

x. The High-Performance Computing Unit does not attend to informal requests for service.

5.6 SOP for the Data Analytic Unit

i. All requests for data in whatever form relating to the provision of in-house service to support the Directorate of Academic Planning in deploying/managing/maintaining a customised Data Management and Analytics Solution (DAMAS) for analytics must be sent to the ABS-CITS directorate through email (e-administration, though hardcopy requests are also allowed) at dir-cits@unilag.edu.ng. Please note that communication on social media platforms such as WhatsApp would serve as advance notice, which must be followed up on by official communication channels such as emails or hardcopy memos.

ii. The director acknowledges the communication, reviews it, and forwards it to the Deputy Director (DD) Operations for implementation.

iii. The Deputy Director (Operations) forwards that to the Head of the Data Analytics Unit, who reviews the nature of requests or complaints and sets up a team to work on them.

iv. Once the request has been attended to, the team keeps a record of the treated request, indicating the nature of the issue and the solution implemented, including the timeline, the challenges, and the lessons learnt.

v. The report is received (via the appropriate memo), endorsed by the Head of the Data Analytics Unit, and thereafter sent to the Deputy Director (Operations), who then reviews the report and forwards it to the director for his final review and approval.

vi. The director, satisfied that the issue has been fully attended to, would thereafter send feedback to the originator of the request indicating that the issue has been resolved satisfactorily.

vii. The Data Analytics Unit will monitor the resolved request for at least one week.

viii. The Data Analytics Unit would not attend to any request not routed through the Director, ABS-CITS.

ix. The Data Analytics Unit does not attend to informal requests for service.

5.7 SOP for the Training and Certification Unit

The Training and Certification Unit adopts the operating protocols listed below

i. The unit compiles the computer and digital literacy needs of members of the University community by conducting regular surveys across the University and curating in-demand digital skill sets from relevant channels.

ii. These needs or opportunities are constructed into short courses and curricula, which are forwarded to the management of the Directorate for approval.

iii. The director, upon receiving the proposed courses and curricula, submits them for deliberation at the directorate management meeting.

iv. The head of the Training and Certification Unit compiles and shares with the director for approval, training schedule, details, proposed budget including cost outlay and frequency for the year.

v. The Unit Head or Programme coordinator having received the approval of the director, prepares the course for advertisement including all necessary information about the course.

vi. Facilitators for the training are screened and appointed preparatory to commence training.

vii. The facilities (laboratories, classrooms and conveniences) are prepared for the commencement of training.

viii. The budget for each training cycle would be prepared and approved by the director.

ix. The application portal would be opened for applicants and at the close of application, the data would be pulled for processing, and applicants that meet the admission requirements are recommended for admission.

x. Successful applicants proceed to make payment and registration.

xi. Classes commence for the stated duration.

xii. Participants take their examinations, get assessed and receive their results.

xiii. The results of every student are processed by the coordinators of the relevant programs.

xiv. Once the result is processed, multiple copies of the result are generated, with one copy kept in the file for record purposes.

xv. After a cohort session is concluded, a review is conducted to assess the success or otherwise of the training session.

xvi. Lessons learnt and feedback from course participants are documented and accommodated to improve the process and activities of the Training and Certification unit.

5.8 SOP for the Web and Software Development Unit.

i. All requests for services or complaints relating to bespoke application development for the University's services, website development for various faculties, departments or units of the University, e-learning support and content creation for the Learning Management system (LMS), handling of electronic-based exams both on-premise and off-premise such as CBT examination and online tests over the Internet, creation and management of E-Journal platforms, as well as the creation and management of official emails for both students and staff members, must be sent to the ABS-CITS directorate through email (e-administration,

though hardcopy requests are also allowed) at dir-cits@unilag.edu.ng. Please note that communication on social media platforms such as WhatsApp would serve as advance notice, which must be followed up with official communication channels such as emails or hardcopy memos.

ii. The director acknowledges the communication, reviews it, and forwards it to the Deputy Director DD(OPS) for implementation.

iii. The Deputy Director (OPS) forwards that to Head, SD & E/Web Unit who would review the nature of requests or complaints and set up a team to work on it or designate an individual staff to work on it, depending on the type of service being requested for as stated above.

iv. In the case of software development and website development, the team first conducts an internal review, determines the requirements and necessary software tools to be acquired to build the applications/website, provides this information to the requester and then sets up a meeting with the requester for information gathering, make a request for site contents, state the terms of engagement, set timelines for the project and then proceed with the task. Concerning issues related to email creation, password reset, setting up online exams, and setting up contents for LMS, this is assigned to one of the staff members in the unit to treat.

v. Once the issue is resolved, the team will minute the completion of the task on the requesting memo and send it back to the team lead's table/desk. If additional information needs to be supplied before the task can be carried out or completed, the same process of stating it on the requesting memo is performed.

vi. The report is received and endorsed by the Head of the Unit and sent to the Deputy Director (OPS), who then reviews it and forwards it to the director for his final review and approval.

vii. The director, satisfied that the issue has been fully attended to, would thereafter send feedback to the originator of the request indicating that the issue has been resolved satisfactorily.

viii. The SD & E/Web Unit offers support service after application development is completed and the application is made available for live usage. This service lasts months and allows the team to monitor the developed application/website.

ix. This completion is reported back to the Directorate for closure of the project and handing over of the management of the application/website to the owners after training one/more of the requesters staff member(s).

x. The SD & E/Web Unit would not attend to any request not routed through the Director, ABS-CITS.

xi. The SD & E/Web Unit does not attend to informal requests for service.

xii. The SD & E/Web Unit has a standard resolution time of 48 hours for complaints on already existing applications or services but for new bespoke applications, the timeline depends on the complexity of the requisition.

5.9 Standard Operating Protocols for ERP and Integration Unit.

i. All requests for services or complaints relating to extension and integration of any automation application to the University's Enterprise Architecture or Student Information Management module (student applications, students' course registrations, student elections applications, resolution of student/results portal, implementation of all levels curriculum, student data), the Human Resource module(staff data) or the Bursary module(receipts and payments) on the University ERP platform must be sent to the ABS-CITS directorate through email (e-administration, though hardcopy requests are

also allowed) at dir-cits@unilag.edu.ng. Please note that communication on social media platforms such as WhatsApp would not be entertained.

ii. The director acknowledges the communication, reviews it, and forwards it to the DD (Operations) for implementation.

iii. The DD (Operations) forwards that to the Head of ERP Planning and integration, who reviews the nature of requests or complaints and sets up a team to work on them.

iv. Once the request has been attended to, the team makes a report in a log book, indicating the nature of the issue and the solution implemented, including the timeline, the challenges, and the lessons learnt.

v. The report is received and endorsed by the Head of the ERP Planning & Integration Unit and sent to the Deputy Director (Operations), who then reviews it and forwards it to the director for his final review and approval.

vi. The director, satisfied that the issue has been fully attended to, would thereafter send feedback to the originator of the request indicating that the issue has been resolved satisfactorily.

vii. The ERP Planning & Integration unit will monitor the resolved request for at least one week.

viii. The ERP Planning & Integration Unit would not attend to any request not routed through the Director, ABS-CITS.

ix. The ERP Planning & Integration Unit does not attend to informal requests for service.

6.0 STANDARD OPERATING PROTOCOLS FOR THE ABS-CITS SECRETARIAT.

i. The secretariat superintendent, overseen by a Deputy Registrar, coordinates administrative and exchange of communication between the Directorate and other units of the University.

ii. The secretariat receives and records all official communication (memos) coming into the Directorate or exiting the Directorate in appropriate log books.

iii. The communication is brought to the attention of the director by a schedule officer who incidents the movement of the communication within the Directorate. In addition to the traditional dispatch records, the Directorate also operates a digital memo tracking process using Google Suite

iv. The director reviews the communication and forwards same to the deputy director for appropriate action, who then further gets the specific unit to handle the issue and resolve it.

v. If the request is for networking, hardware, ID Card/Access Control/Surveillance, Zoom coverage, it is handled by the Deputy Director (NIS) but if it is for Web & E-services, ERP, LMS and other services, it is handled by Deputy Director (OPS).

vi. Once the issue is successfully resolved, the secretariat receives the director's endorsement, documents it and dispatches it accordingly.

vii. The secretary to the director manages the Directorate Imprest and keeps an up-to-date account of expenditure for the endorsement of the director.

viii. The Deputy Registrar (DR) coordinates facility management on behalf of the director; and also based on timetable from the Human Resource Management Directorate (HRMD) every year, initiates the process of staff filling the Annual Performance Evaluation Report (APER) form.

ix. Staff submit their filled forms, and the DR processes them for the Directorate Appointment and Promotion Committee meeting.

x. All submitted APER forms reviewed are appropriately classified into

   a. Recommended for Annual Increment

   b. Recommended for Promotion

   c. Recommended for Confirmation

   d. Recommended for Confirmation and Promotion

xi. The secretary to the director coordinates the director's official activities and keeps proper records of his/her schedules, activities and programmes, including processing all official communication exiting the Directorate.

Note: This is the same workflow for the units of ABS-CITS at the College of Medicine, comprising Faculty of Basic Medical Sciences, Faculty of Clinical Science and the Faculty of Dental Sciences, the School of Postgraduate Studies, and the Distance Learning Institute.

7.0 FUNDING MODEL FOR THE DIRECTORATE OF ICT

Investment in ICT infrastructure is capital-intensive and often goes beyond the capacity of the normal annual budget of the University. The most appropriate funding model is one that can benefit from a wide range of funding windows to build up and sustain a robust ICT infrastructure. For the ABS-CITS, funding for ICT infrastructure and services shall be based on a mix-funding model exploring multiple sources including:

i. Annual University budget

ii. Government intervention

iii. Development partners/international organisation

iv. Grants and external funding

v. Endowments

vi. Public-private partnership

vii. Portion of the F/A charge on externally funded research

8.0 CAREER STRUCTURE FOR STAFF AT THE ABS-CITS DIRECTORATE

The wide range of expertise needed to sustain the University's ICT infrastructure and services imposes a need for multiple and complementary skill sets and competencies on the staff of the directorate. This requires that career structure should reflect the differential job descriptions in each unit in the directorate. Thus, six career structures exist in the directorate depending on qualification, competence, skill sets and experience, and job description. Tables of the various career structures in the directorate and the progression sequence are presented in Tables 1-6

TABLE 1: PROPOSED CAREER STRUCTURE FOR SYSTEMS ADMINISTRATORS (ADETOKUNBO BABATUNDE SOFOLUWE-CENTRE FOR INFORMATION TECHNOLOGY AND SYSTEMS (ABS-CITS))

S/NO.	*POSTS*	*CONTISS LEVEL*	*QUALIFICATION*	*EXPERIENCE*	*JOB DESCRIPTION*	*DEMONSTRABLE SKILL(S)*	*REMARKS*
1.	Systems Administrator II	07	A bachelor's degree in computer science, computer engineering, electrical/electronic engineering, systems engineering, information technology, information systems, cybersecurity, or closely related fields. Possession of industry	**NIL**	Install, configure, and maintain servers, including operating systems, software, and hardware components. Other schedules include system diagnosis, troubleshooting and maintenance.	i. Proficiency in various operating systems such as Windows, Linux and their administrations. ii. Knowledge of network/cybersecurity principles and best practices.	

			certification such as CompTIA A+ (Core 1), Microsoft Certified: Windows Server, CompTIA Server+, Cisco Certified Network Associate (CCNA1) shall be an added advantage.				
2.	Systems Administrator I	08	A bachelor's degree in computer science, computer engineering, electrical/electronic engineering, systems engineering, information technology, information systems, cybersecurity, or closely related fields. with three years cognate experience or a	**3 years**	i. Install, configure, and maintain servers, including operating systems, software, and hardware components. ii. Diagnose, troubleshoot and maintain	i. Proficiency in various operating systems such as Windows, Linux and their administrations. ii. Knowledge of network/cybersecurity principles and best practices. iii. Experience with virtualisation technologies like	

			master's degree in the above fields. Possession of any one of these industry certifications; CompTIA A+ (Core1), Microsoft Certified: Windows Server, CompTIA Server+, Cisco Certified Network Associate (CCNA1), VMware Certified Technical Associate (VCTA), CompTIA Linux+, AWS Certified SysOps Administrator – Associate, Certified Information Systems Security Professional		network devices and infrastructure ii. Create, modify, and remove user accounts, manage permissions, and ensure proper access control.	VMware, Hyper-V, or Docker.	

			(CISSP) is a must.				
3.	Senior Systems Administrator	09	A bachelor's degree in computer science, computer engineering, electrical/electronic engineering, systems engineering, information technology, information systems, cybersecurity, or closely related fields. or closely related fields or master's degree in the above fields. Possession of any one of	**6 years**	i. Install, configure, and maintain servers, including operating systems, software, and hardware components. ii. Diagnose, troubleshoot and maintain network devices and infrastructure ii. Create, modify,	i. Proficiency in various operating systems such as Windows, Linux and their administrations. ii. Knowledge of network/cybersecurity principles and best practices. iii. Experience with virtualisation technologies like VMware, Hyper-V, or Docker,	

			these industry certifications; CompTIA A+(Core 1), Microsoft Certified: Windows Server, CompTIA Server+, Cisco Certified Network Associate (CCNA1), VMware Certified Technical Associate (VCTA), CompTIA Linux+, AWS Certified SysOps Administrator – Associate, Certified Information Systems Security Professional (CISSP) is a must.		and remove user accounts, manage permissions, and ensure proper access control. v. Monitor server and network performance, troubleshoot issues, and perform proactive maintenance to ensure optimal system performance and availability.	iv. Understanding of server hardware components and their maintenance	

4.	Principal Systems Administrator	11	A bachelor's degree in computer science, computer engineering, electrical/electronic engineering, systems engineering, information technology, information systems, cybersecurity, or closely related fields. or a closely related field or higher degree in the above fields. Possession of any one of these industry certifications; CompTIA A+(Core 2), Microsoft Certified: Windows Server, CompTIA Server+,	**10 years**	i. Install, configure, and maintain servers, including operating systems, software, and hardware components. ii. Create, modify, and remove user accounts, manage permissions, and ensure proper access control. iii. Diagnose, troubleshoot	i. Proficiency in various operating systems such as Windows, Linux and their administrations. ii. Knowledge of network/cybersecurity principles and best practices. iii. Experience with virtualisation technologies like VMware, Hyper-V, or Docker, iv. Understanding of server hardware components and their maintenance, v. Knowledge of backup solutions and disaster	

			Cisco Certified Network Associate (CCNA2), VMware Certified Technical Associate (VCTA), CompTIA Linux+, AWS Certified SysOps Administrator – Associate, Certified Information Systems Security Professional (CISSP) is a must. **In addition, candidates must be duly registered with the Computer Professionals Registration Council of Nigeria (CPN).**		and maintain network devices and infrastructure iv. Monitor server and network performance, troubleshoot issues, and perform proactive maintenance to ensure optimal system performance and availability. v. Create, modify, and remove user accounts, manage	recovery procedures.	

					permissions, and ensure proper access control.		

S/NO.	*POSTS*	*CONTISS LEVEL*	*QUALIFICATION*	*EXPERIENCE*	*JOB DESCRIPTION*	*DEMONSTRABLE SKILL(S)*	*REMARKS*
5.	Assistant Chief Systems Administrator	12	A bachelor's degree in computer science, computer engineering, electrical/electronic engineering, systems engineering, information technology, information systems, cybersecurity, or closely related fields. or a closely related field or higher degree in the	**13 years**	i.Install, configure, and maintain servers, including operating systems, software, and hardware components. ii. Diagnose, troubleshoot and maintain network devices	i. Proficiency in various operating systems such as Windows, Linux and their administrations. ii. Knowledge of network/cybersecurity principles and best practices. iii. Experience with virtualisation technologies like VMware, Hyper-V, or	

			above fields. Possession of any one of these industry certifications; CompTIA A+(Core 2), Microsoft Certified: Windows Server, CompTIA Server+, Cisco Certified Network Associate (CCNA3), VMware Certified Professional (VCP), CompTIA Linux+, AWS Certified SysOps Administrator – Associate, Certified Information Systems Security Professional (CISSP) is a must. **In addition,**		and infrastructure iii. Create, modify, and remove user accounts, manage permissions, and ensure proper access control. iv. Monitor server and network performance, troubleshoot issues, and perform proactive maintenance to ensure optimal system performance and	Docker, iv. Understanding of server hardware components and their maintenance, v. Knowledge of backup solutions and disaster recovery procedures, vi. Strong problem-solving skills and the ability to diagnose and resolve technical issues.	

			candidates must be duly registered with the Computer Professionals Registration Council of Nigeria (CPN). **(CPN).**		availability. v.Create, modify, and remove user accounts, manage permissions, and ensure proper access control. vi. Monitor server and network performance, troubleshoot issues, and perform proactive maintenance to ensure optimal system		

6.	***** Chief Systems Administrator III	13	A bachelor's degree in computer science, computer engineering, electrical/electronic engineering, systems engineering, information technology, information systems, cybersecurity, or closely related fields. , or a closely related field or higher degree in the above fields. Possession of any one of these industry certifications; CompTIA Project+, Microsoft Certified: Windows Server, CompTIA	**16 years**	i. Install, configure, and maintain servers, including operating systems, software, and hardware components. ii. Diagnose, troubleshoot and maintain network devices and infrastructure iii. Create, modify, and remove user accounts, manage permissions, and ensure proper	i. Proficiency in various operating systems such as Windows, Linux and their administrations. ii. Knowledge of network/cybersecurity principles and best practices. iii. Experience with virtualisation technologies like VMware, Hyper-V, or Docker, iv. Understanding of server hardware components and their maintenance, Knowledge of	

			Server+, Cisco Certified Network Associate (CCNA4), VMware Certified Professional (VCP), CompTIA Linux+, AWS Certified SysOps Administrator – Associate, Certified Information Systems Security Professional (CISSP) is a must. **In addition, candidates must be duly registered with the Computer Professionals Registration Council of Nigeria (CPN).**		access control. iv. Monitor server and network performance, troubleshoot issues, and perform proactive maintenance to ensure optimal system performance and availability. v. Create, modify, and remove user accounts, manage permissions, and ensure proper access control.	backup solutions and disaster recovery procedures, v. Strong problem-solving skills and the ability to diagnose and resolve technical issues vi. Work with Third-party vendors and service providers for procurement, support, and troubleshooting..	

					vi. Monitor server and network performance, troubleshoot issues, and perform proactive maintenance to ensure optimal system		
7	** Chief Systems Administrator II	14	A bachelor's degree in computer science, computer engineering, electrical/electronic engineering, systems engineering, information technology, information systems, cybersecurity, or closely related fields.	**19 years**	i. Install, configure, and maintain servers, including operating systems, software, and hardware components. ii. Diagnose, troubleshoot and	i. Proficiency in various operating systems such as Windows, Linux and their administrations. ii. Knowledge of network/cybersecurity principles and best practices.	

			or a closely related field or higher degree in the above fields. Possession of any one of these industry certifications; CompTIA A+, Microsoft Certified: Windows Server, CompTIA Server+, Cisco Certified Network Professional (CCNP), VMware Certified Advanced Professional (VCAP), CompTIA Linux+, AWS Certified SysOps Administrator – Associate, Certified Information Systems Security Professional		maintain network devices and infrastructure iii. Create, modify, and remove user accounts, manage permissions, and ensure proper access control. iv. Monitor server and network performance, troubleshoot issues, and perform proactive maintenance to ensure optimal	iii. Experience with virtualisation technologies like VMware, Hyper-V, or Docker, iv. Understanding of server hardware components and their maintenance, v. Knowledge of backup solutions and disaster recovery procedures, vi. Strong problem-solving skills and the ability to diagnose and resolve technical issues. vii. Ability to negotiate	

			(CISSP) is a must. **In addition, candidates must be duly registered with the Computer Professionals Registration Council of Nigeria (CPN).**		system performance and availability. v. Create, modify, and remove user accounts, manage permissions, and ensure proper access control. vi. Monitor server and network performance, troubleshoot issues, and perform proactive maintenance to ensure optimal system	and work with third-party vendors and service providers for procurement, support, and troubleshooting. viii. conceptualise and initiate new system configuration to optimise system performance. ix. Demonstrate leadership potential.	

					ii. Apply security patches and updates to servers and software to address vulnerabilities and ensure system security.		
8	** Chief Systems Administrator I	15	A bachelor's degree in computer science, computer engineering, electrical/electronic engineering, systems engineering, information technology, information systems, cybersecurity, or closely related fields, or a closely related field or		i. Install, configure, and maintain servers, including operating systems, software, and hardware components. ii. Diagnose, troubleshoot and maintain	i. Proficiency in various operating systems such as Windows, Linux and their administrations. ii. Knowledge of network/cybersecurity principles and best practices. iii. Experience with	

			higher degree in the above fields. Possession of any one of these industry certifications; CompTIA A+, Microsoft Certified: Windows Server, CompTIA Server+, Cisco Certified Network Professional (CCNP), VMware Certified Advanced Professional (VCAP), CompTIA Linux+, AWS Certified SysOps Administrator – Associate, Certified Information Systems Security Professional (CISSP) is a must.		network devices and infrastructure iii. Create, modify, and remove user accounts, manage permissions, and ensure proper access control. iv. Monitor server and network performance, troubleshoot issues, and perform proactive maintenance to ensure optimal system	virtualisation technologies like VMware, Hyper-V, or Docker, iv. Understanding of server hardware components and their maintenance, v. Knowledge of backup solutions and disaster recovery procedures, vi. Strong problem-solving skills and the ability to diagnose and resolve technical issues. vii. Ability to work with third-party vendors	

			In addition, candidates must be duly registered with the Computer Professionals Registration Council of Nigeria (CPN).		performance and availability. v. Create, modify, and remove user accounts, manage permissions, and ensure proper access control. vi. Monitor server and network performance, troubleshoot issues, and perform proactive maintenance to ensure optimal system vii. Apply security	and service providers for procurement, support, and troubleshooting. viii. Ability to conceptualise and initiate new system configuration to optimise system performance. ix. Demonstrable leadership skills including the ability to mentor younger colleagues	

					patches and updates to servers and software to address vulnerabilities and ensure system security. iii. Implement security protocols and strategies, configure firewalls, antivirus software, and intrusion detection systems to protect the		

					network infrastructure. x. Diagnose and resolve hardware and software issues, system errors, and network connectivity problems. x. Maintain detailed documentation of system configurations, procedures, and policies.		

* By Examination and Interview

**By advert, subject to Establishment vacancy.

NOTE: Volunteer/Intern position should be accommodated as part of our internal arrangement to temporarily boost manpower/staff strength without any financial implication to the university. For this position, candidates shall hold a minimum of a bachelor's degree in computer science, computer engineering, systems engineering, information technology, information systems, or closely related fields. Possession of industry certification such as CompTIA A+, Microsoft Certified: Windows Server, CompTIA Server+, Cisco Certified Network Associate (CCNA), etc shall be additional advantage.

TABLE 2: PROPOSED CAREER STRUCTURE FOR SYSTEMS ANALYSTS/PROGRAMMER AT THE ADETOKUNBO BABATUNDE SOFOLUWE-CENTRE FOR INFORMATION TECHNOLOGY AND SYSTEMS (ABS-CITS)

S/NO.	***POSTS***	***CONTISS LEVEL***	***QUALIFICATION***	***EXPERIENCE***	***JOB DESCRIPTION***	***DEMONSTRABLE SKILL(S)***	***REMARKS***
1.	Systems Analyst II/ Programmer II	07	A bachelor's degree in Computer Science, Computer Engineering, Electrical/Electronic Engineering, Software Engineering, Information Technology, cybersecurity or closely related fields. Possession of industry certification such as Microsoft Certified (Azure Developer	**NIL**	i. Develop, maintain, and update web and software applications to meet the University's needs and aspirations. ii. Create and maintain websites, iii. Plan and design network	i. Proficiency in programming languages such as Python, Java, JavaScript, C#, PHP, and others ii. Knowledge of HTML, CSS, JavaScript, and front-end frameworks like React, Angular, or Vue.js for web development.	

			Associate), Microsoft Certified (Web Applications), Oracle Certified, AWS Certified, Google Cloud Certified, Certified Scrum Developer, or other relevant international certification e.g. CompTIA Network+, Cisco Certified Network Associate (CCNA1), Microsoft Certified: Azure Administrator Associate, Certified Information Systems Security Professional (CISSP), Juniper Networks Certified Associate (JNCIA), or other vendor-specific certifications. shall be an added advantage.		infrastructure, including LANs, WANs, and wireless networks, to meet organisational needs.		

2.	Systems Analyst I/ Programmer I	08	A bachelor's degree in Computer Science, Computer Engineering, Electrical/Electronic Engineering, Software Engineering, Information Technology, cybersecurity or closely related fields. or closely related fields with three years cognate experience or a master's degree in the above fields. Possession of any one of these industry certifications; Microsoft Certified (Azure Developer Associate), Microsoft Certified (Web Applications), Oracle Certified, AWS Certified,	**.3 years**	i. Develop, maintain, and update web and software applications to meet the University's needs and aspirations. ii. Create and maintain websites, web applications, and online platforms iii. Analyse business requirements, design software systems, and create technical	i. Proficiency in programming languages such as Python, Java, JavaScript, C#, PHP, and others ii. Knowledge of HTML, CSS, JavaScript, and front-end frameworks like React, Angular, or Vue.js for web development. iii. Skills in	

			Google Cloud Certified, Certified Scrum Developer, or other relevant international certifications ,CompTIA Network+, Cisco Certified Network Associate (CCNA1), Cisco Certified Network Professional (CCNP), Microsoft Certified: Azure Administrator Associate, Certified Information Systems Security Professional (CISSP), Juniper Networks Certified Associate (JNCIA), or other vendor-specific certifications. **is a must.**		specifications and architecture diagrams. iv. Plan and design network infrastructure, including LANs, WANs, and wireless networks, to meet organisational needs.	working with databases like MySQL, PostgreSQL, MongoDB, or others.	

S/NO.	*POSTS*	*CONTIS S LEVEL*	*QUALIFICATION*	*EXPERIENCE*	*JOB DESCRIPTION*	*DEMONSTRABLE SKILL(S)*	*REMARKS*
3.	Senior Systems Analyst/Senior Programmer	09	A bachelor's degree in Computer Science, Computer Engineering, Electrical/Electronic Engineering, Software Engineering, Information Technology, cybersecurity or closely related fields. , or closely related fields or master's degree in the above fields. Possession of any one of these industry certifications; Microsoft Certified (Azure Developer Associate), Microsoft Certified (Web Applications), Oracle Certified,	**.6 years**	i. Develop, maintain, and update web and software applications to meet the University's needs and aspirations. ii. Create and maintain websites, web applications, and online platforms. This involves front-end development	i. Proficiency in programming languages such as Python, Java, JavaScript, C#, PHP, and others ii. Knowledge of HTML, CSS, JavaScript, and front-end frameworks like React, Angular, or Vue.js for web	

			AWS Certified, Google Cloud Certified, Certified Scrum Developer, or other relevant international certifications e.g. CompTIA Network+, Cisco Certified Network Associate (CCNA1), Microsoft Certified: Azure Administrator Associate, Certified Information Systems Security Professional (CISSP), Juniper Networks Certified Associate (JNCIA), or other vendor-specific certifications. **is a must**		(user interface and user experience) and back-end development (server-side scripting, databases, and server management). iii. Analyse business requirements, design software systems, and create technical specifications and architecture diagrams.	development. iii. Skills in working with databases like MySQL, PostgreSQL, MongoDB, or others.	

					iv. Ensuring the quality and reliability of software through testing and quality assurance processes. This includes unit testing, integration testing, user acceptance testing, and bug tracking. v. Plan and design network infrastructure, including LANs, WANs, and		

					wireless networks, to meet organisational needs.		
4.	Principal Systems Analyst/Principal Programmer	11	A bachelor's degree in Computer Science, Computer Engineering, Electrical/Electronic Engineering, Software Engineering, Information Technology, cybersecurity or other related fields. Candidates for the position of Principal Systems Analyst/Principal Programmer shall possess a closely related field or higher degree in the above fields.	**10 years**	i. Develop, maintain and update web and software applications to meet the University's needs and aspirations. ii. Create and maintain websites, web applications, and online platforms. This	i. Proficiency in programming languages such as Python, Java, JavaScript, C#, PHP, and others ii. Knowledge of HTML, CSS, JavaScript, and front-end frameworks like React,	

			Possession of any one of these industry certifications; Microsoft Certified (Azure Developer Associate), Microsoft Certified (Web Applications), Oracle Certified, AWS Certified, Google Cloud Certified, Certified Scrum Developer, or other relevant international certifications e.g. CompTIA Network+, Cisco Certified Network Associate (CCNA2), Microsoft Certified: Azure Administrator Associate, Certified Information Systems Security Professional (CISSP), Juniper Networks Certified Associate		involves front-end development (user interface and user experience) and back-end development (server-side scripting, databases, and server management). iii. Analyse business requirements, design software systems, and create technical specifications	Angular, or Vue.js for web development. iii. Skills in working with databases like MySQL, PostgreSQL, MongoDB, or others. iv. Proficiency in development tools, version control systems (e.g., Git), and integrated development environments	

			(JNCIA), or other vendor-specific certifications i**s a must.** **In addition, candidates must be duly registered with the Computer Professionals Registration Council of Nigeria (CPN).**		and architecture diagrams. iv. Ensure the quality and reliability of software through testing and quality assurance processes. This includes unit testing, integration testing, user acceptance testing, and bug tracking. v. Manage databases that	(IDEs). v. Understanding of testing methodologies, automated testing tools, and quality assurance processes.	

					store data for web and software applications. This includes designing database schemas, optimising database performance, and ensuring data security and integrity. vi. Plan and design network infrastructure, including LANs, WANs, and wireless		

					networks, to meet organisational needs.		
5.	Assistant Chief Systems Analyst/Assistant Chief Programmer	12	A bachelor's degree in Computer Science, Computer Engineering, Electrical/Electronic Engineering, Software Engineering, Information Technology, cybersecurity or other closely related fields. Candidates for the position of Assistant Chief Systems Analyst/Assistant Chief Programmer shall possess a	**13 years**	i. Develop, maintain, and update web and software applications to meet the University's needs and aspirations. ii. Create and maintain websites,	i. Proficiency in programming languages such as Python, Java, JavaScript, C#, PHP, and others ii. Knowledge of HTML, CSS, JavaScript, and front-end	

			closely related field or higher degree in the above fields. Possession of any one of these industry certifications such as CompTIA Network+, Cisco Certified Network Associate (CCNA3), Oracle Certified, AWS Certified, Google Cloud Certified, Certified Scrum Developer, or other relevant international certifications, Microsoft Certified: Azure Administrator Associate, Certified Information Systems Security Professional (CISSP), Juniper Networks Certified Associate (JNCIA), or other vendor-specific certifications. is a		web applications, and online platforms. This involves front-end development (user interface and user experience) and back-end development (server-side scripting, databases, and server management).	iii. frameworks like React, Angular, or Vue.js for web development. Skills in working with databases like MySQL, PostgreSQL, MongoDB, or others. iv. Proficiency in development tools, version control systems (e.g., Git), and integrated	

			must **.In addition, candidates must be duly registered with the Computer Professionals Registration Council of Nigeria (CPN).**		iii. Analyse business requirements, design software systems, and create technical specifications and architecture diagrams. iv. Ensure the quality and reliability of software through testing and quality assurance	development environments (IDEs). v. Understanding of testing methodologies, automated testing tools, and quality assurance processes. vi. Knowledge of web and software security principles and best practices.	

					processes. This includes unit testing, integration testing, user acceptance testing, and bug tracking. v. Manage databases that store data for web and software applications. This includes designing database schemas, optimising database		

					performance, and ensuring data security and integrity. vi. Deploy software applications to production environments and provide ongoing maintenance and support. This involves monitoring for issues, applying updates and patches, and ensuring		

					system availability. vii. Plan and design network infrastructure, including LANs, WANs, and wireless networks, to meet organisational needs.		

S/NO.	*POSTS*	*CONTISS LEVEL*	*QUALIFICATION*	*EXPERIENCE*	*JOB DESCRIPTION*	*DEMONSTRABLE SKILL(S)*	*REMARKS*
6.	***Chief Systems Analyst III/Chief Programmer III**	13	A bachelor's degree in Computer Science, Computer Engineering, Electrical/Electronic Engineering, Software Engineering, Information Technology, cybersecurity or other closely related fields. Candidates for the position of Chief Systems Analyst III /Chief Programmer III shall possess a closely related field or higher degree in the above fields.	**16 years**	i. Develop, maintain, and update web and software applications to meet the University's needs and aspirations. ii. Create and maintain websites, web applications, and online platforms. This involves	i. Proficiency in programming languages such as Python, Java, JavaScript, C#, PHP, and others ii. Knowledge of HTML, CSS, JavaScript, and front-end frameworks like React, Angular, or Vue.js for web	

			Possession of any one of these industry certifications; CompTIA Network+, Cisco Certified Network Associate (CCNA4), Oracle Certified, AWS Certified, Google Cloud Certified, Certified Scrum Developer, Microsoft Certified: Azure Administrator Associate, Certified Information Systems Security Professional (CISSP), Juniper Networks Certified Associate (JNCIA), or other vendor-specific certifications. is a must. **In addition, candidates must be duly registered with the Computer Professionals**		front-end development (user interface and user experience) and back-end development (server-side scripting, databases, and server management iii. Analyse business requirements, design	development. iii. Skills in working with databases like MySQL, PostgreSQL, MongoDB, or others. Proficiency in development tools, version control systems (e.g., Git), and integrated development environments (IDEs). v. Understanding of testing	

			Registration Council of Nigeria (CPN).		software systems, and create technical specifications and architecture diagrams. iv. Ensure the quality and reliability of software through testing and quality assurance processes. This includes unit testing, integration	methodologies, automated testing tools, and quality assurance processes. Knowledge of web and software security principles and best practices. Project management skills and familiarity with project management tools like Jira	

					testing, user acceptance testing, and bug tracking. v. Manage databases that store data for web and software applications. This includes designing database schemas, optimising database performance, and	or Trello.	

					ensuring data security and integrity. vi. Deploy software applications to production environments and provide ongoing maintenance and support. This involves monitoring for issues, applying		

					updates and patches, and ensuring system availability. vii. Implement security measures to protect web and software applications from threats and vulnerabilities. This includes data encryption, access		

					control, and vulnerability assessments. viii. Plan and design network infrastructure, including LANs, WANs, and wireless networks, to meet organisational needs. ix. Work with network equipment vendors and		

					service providers for procurement, support, and troubleshooting.		
7.	****Chief Systems Analyst II/Chief Programmer II**	14	A bachelor's degree in Computer Science, Computer Engineering, Electrical/Electronic Engineering, Software Engineering, Information Technology, cybersecurity or other closely related fields. Candidates for the position of Chief Systems Analyst II / Chief Programmer II shall possess a closely related	**19 years** .	i. Develop, maintain and update web and software applications to meet the University's needs and aspirations. ii. Create and maintain websites, web applications,	i. Proficiency in programming languages such as Python, Java, JavaScript, C#, PHP, and others ii. Knowledge of HTML, CSS, JavaScript, and front-end	

			field or higher degree in the above fields. Possession of any one of these industry certifications; CompTIA Network+, Cisco Certified Network Professional (CCNP), Oracle Certified, AWS Certified, Google Cloud Certified, Certified Scrum Developer, or other relevant international certifications, Microsoft Certified: Azure Administrator Associate, Certified Information Systems Security Professional (CISSP), Juniper Networks Certified Associate (JNCIA), or other vendor-specific certifications		and online platforms. This involves front-end development (user interface and user experience) and back-end development (server-side scripting, databases, and server management). ii. Analyse business requirements, design software systems, and	iii. frameworks like React, Angular, or Vue.js for web development. Skills in working with databases like MySQL, PostgreSQL, MongoDB, or others. iv. Proficiency in development tools, version control systems (e.g., Git), and integrated	

			In addition, candidates must be duly registered with the Computer Professionals Registration Council of Nigeria (CPN).		create technical specifications and architecture diagrams. v. Ensure the quality and reliability of software through testing and quality assurance processes. This includes unit testing, integration testing, user acceptance testing, and bug tracking. v. Manage	development environments (IDEs). v. Understanding of testing methodologies, automated testing tools, and quality assurance processes. Knowledge of web and software security principles and best practices. Project management	

					databases that store data for web and software applications. This includes designing database schemas, optimising database performance, and ensuring data security and integrity. vi. Deploy software applications to production environments and provide	skills and familiarity with project management tools like Jira or Trello. vi. Exhibit leadership potential and capacity to work in a team.	

					ongoing maintenance and support. This involves monitoring for issues, applying updates and patches, and ensuring system availability. ii. Implement security measures to protect web and software applications from threats and vulnerabilities. This includes		

					data encryption, access control, and vulnerability assessments. Create and maintain documentation for software and web applications, including user guides, technical documentation, and version control. ii. Plan and design network infrastructure,		

					including LANs, WANs, and wireless networks, to meet organisational needs. x. Work with network equipment vendors and service providers for procurement, support, and troubleshooting.		

8.	****Chief Systems Analyst I/Chief Programmer I**	15	A bachelor's degree in Computer Science, Computer Engineering, Electrical/Electronic Engineering, Software Engineering, Information Technology, cybersecurity or other closely related fields. Candidates for the position of Chief Systems Analyst I/ Chief Programmer I shall possess a closely related field or higher degree in the above fields. Possession of any one of these industry certifications such as; CompTIA Network+, Cisco Certified Network Professional (CCNP), Oracle	**22 years**	i. Develop, maintain and update web and software applications to meet the University's needs and aspirations. ii. Create and maintain websites, web applications, and online platforms. This involves front-end development (user interface and user	i. Proficiency in programming languages such as Python, Java, JavaScript, C#, PHP, and others ii. Knowledge of HTML, CSS, JavaScript, and front-end frameworks like React, Angular, or Vue.js for web development. iii. Skills in	

			Certified, AWS Certified, Google Cloud Certified, Certified Scrum Developer, or other relevant international certifications, Microsoft Certified: Azure Administrator Associate, Certified Information Systems Security Professional (CISSP), Juniper Networks Certified Associate (JNCIA), or other vendor-specific certifications is a must. **In addition, candidates must be duly registered with the Computer Professionals Registration Council of Nigeria (CPN).**		experience) and back-end development (server-side scripting, databases, and server management). iii. Analyse business requirements, design software systems, and create technical specifications and architecture diagrams.	working with databases like MySQL, PostgreSQL, MongoDB, or others. iv. Proficiency in development tools, version control systems (e.g., Git), and integrated development environments (IDEs). v. Understanding of testing methodologies, automated	

					Ensure the quality and reliability of software through testing and quality assurance processes. This includes unit testing, integration testing, user acceptance testing, and bug tracking. iv. Manage databases that store data for web and software	testing tools, and quality assurance processes. Knowledge of web and software security principles and best practices. Project management skills and familiarity with project management tools like Jira or Trello. vi. Demonstrabl	

					applications. This includes designing database schemas, optimising database performance, and ensuring data security and integrity. Deploy software applications to production environments and provide ongoing maintenance and support.	e leadership including ability to mentor younger colleagues	

					This involves monitoring for issues, applying updates and patches, and ensuring system availability. v. Implement security measures to protect web and software applications from threats and vulnerabilities. This includes data		

					encryption, access control, and vulnerability assessments. Create and maintain documentation for software and web applications, including user guides, technical documentation, and version control. Manage software development		

					projects, including setting timelines, allocating resources, and tracking progress. This may include Agile or other project management methodologies vi. Plan and design network infrastructure, including LANs, WANs, and wireless networks, to		

					meet organisational needs. vii. Work with network equipment vendors and service providers for procurement, support, and troubleshooting. viii. Conceptualise and initiate strategies to optimise system performance and protection		

					against network threat and attacks.		

* By Examination and Interview

**By advert, subject to Establishment vacancy.

Note: Volunteer/Intern position should be accommodated as part of our internal arrangement to temporarily boost manpower/staff strength without any financial implication to the university. For this position, candidates shall hold a minimum of a bachelor's degree in computer science, computer engineering, systems engineering, information technology, information systems, or closely related fields. Possession of industry certification such as CompTIA A+, Microsoft Certified: Windows Server, CompTIA Server+, Cisco Certified Network Associate (CCNA), etc shall be additional advantage.

TABLE 3: PROPOSED CAREER STRUCTURE FOR INFORMATION TECHNOLOGY OFFICER AT THE ADETOKUNBO BABATUNDE SOFOLUWE-CENTRE FOR INFORMATION TECHNOLOGY AND SYSTEMS (ABS-CITS)

S/NO.	*POSTS*	*CONTISS LEVEL*	*QUALIFICATION*	*EXPERIENCE*	*JOB DESCRIPTION*	*DEMONSTRABLE SKILL(S)*
1.	Information Technology Officer II	07	A bachelor's degree in Business Information Systems, Management Information Systems (MIS), Computer Science, Business Administration (with a focus on information systems), or closely related fields. Possession of industry certification such as; Oracle ERP certification,	**NIL**	i. Implement a University process flow analysis and automation. ii. Develop Enterprise Architecture for the University. iii. Conduct analysis of the data resources in the University to inform business decisions. iv. Conduct a thorough analysis of the business requirements and assess various ERP software options.	i. Proficiency in data configuration, schema and analytics. ii. Demonstrable soft skill sets. iii. Knowledge of process flow and optimisation. iv. Basic knowledge of ERP architecture.

			SAP ERP certification, Oracle Cloud Enterprise Performance Management or any relevant certification. shall be an added advantage			
2.	Information Technology Officer I	08	A bachelor's degree in Business Information Systems, Management Information Systems (MIS), Computer Science, Business Administration (with a focus on information systems), or closely related fields with three years cognate experience or a master's degree in the above	**3 years**	i. Implement a University process flow analysis and automation. ii. Develop Enterprise Architecture for the University. iii. Conduct analysis of the data resources in the University to inform business decisions. iv. Conduct a thorough analysis of the business	i. Proficiency in data configuration, schema and analytics. ii. Demonstrable soft skill sets. iii. Knowledge of process flow and optimisation. iv. Basic knowledge of ERP architecture

			fields Possession of any one of these industry certifications; CompTIA ITF+, Oracle ERP certification, SAP ERP certification, Oracle Cloud Enterprise Performance Management or any relevant vendor-specific certification **is a must.**		v. Create a detailed project plan for the ERP implementation, including timelines, milestones, and resource allocation.	
3.	Senior Information Technology Officer	09	A bachelor's degree in Business Information Systems, Management Information Systems (MIS), Computer Science, Business Administration (with a focus on	**.6 years** .	i. Implement a University process flow analysis and automation. ii. Develop Enterprise Architecture for the University.	i. In-depth knowledge of ERP systems, including the specific ERP software being used by the

			information systems), or closely related fields or master's degree in the above fields. Possession of any one of these industry certifications; Comptia ITF+, Oracle ERP certification, SAP ERP certification, Oracle Cloud Enterprise Performance Management or any relevant vendor-specific certification **is a must.** .		iii. Conduct analysis of the data resources in the University to inform business decisions. iv. Conduct a thorough analysis of the business requirements and assess various ERP software options v. Create a detailed project plan for the ERP implementation, including timelines, milestones, and resource allocation. vi. Diagnose, troubleshoot and implement corrective action to maintain the availability	University. ii. Strong project management skills to plan, execute, and oversee the ERP implementation project effectively. iii. Understanding of technical aspects related to ERP systems, such as database management, scripting (e.g.,.NET), and system integration. iv. management

					of the University's ERP platform. vii. Regularly update protocols and access privileges on the University's ERP platforms. viii. Track and monitor traffic and access on the University's ERP platform.	skills to plan, execute, and oversee the ERP implementation project effectively

S/NO.	***POSTS***	***CONTISS LEVEL***	***QUALIFICATION***	***EXPERIENCE***	***JOB DESCRIPTION***	***DEMONSTRABLE SKILL(S)***

4.	Principal Information Technology Officer	11	A bachelor's degree in Business Information Systems, Management Information Systems (MIS), Computer Science, Business Administration (with a focus on information systems), or a closely related field or higher degree in the above fields. Possession of any one of these industry certifications; Comptia Data+, Oracle ERP certification, SAP ERP certification, Oracle Cloud Enterprise	**10 years**	i. Implement a University process flow analysis and automation. ii. Develop Enterprise Architecture for the University. iii. Conduct analysis of the data resources in the University to inform business decisions. iv. Conduct a thorough analysis of the business requirements and assess various ERP software options v. Create a detailed project plan for the ERP implementation, including timelines,	i. In-depth knowledge of ERP systems, including the specific ERP software being used by the University. ii. Strong project management skills to plan, execute, and oversee the ERP implementation project effectively iii. Understanding of technical aspects related to ERP systems, such as database management, scripting (e.g.,.NET), and system

			Performance Management or any relevant vendor-specific certification **is a must.** **In addition, candidates must be duly registered with the Computer Professionals Registration Council of Nigeria (CPN).**		milestones, and resource allocation. vi. Diagnose, troubleshoot and implement corrective action to maintain the availability of the University's ERP platforms. vii. Regularly update protocols and access privileges on the University's ERP platform. viii. Track and monitor traffic and access on the University ERP platform.	integration. iv. Ability to analyse complex data and v. understand the University's data requirements for customisation and reporting.

5.	Assistant Chief Information Technology Officer	12	A bachelor's degree in Business Information Systems, Management Information Systems (MIS), Computer Science, Business Administration (with a focus on information systems), or a closely related field or higher degree in the above fields. Possession of industry certification such as; CompTIA Data+, Oracle ERP certification, SAP ERP certification, Oracle Cloud Enterprise Performance	**13 years**	i. Implement University process flow analysis and automation. ii. Develop Enterprise Architecture for the University. iii. Conduct analysis of the data resources in the University to inform business decisions. iv. Conduct a thorough analysis of the business requirements and assess various ERP software options v. Create a detailed project plan for the ERP implementation, including timelines,	i. In-depth knowledge of ERP systems, including the specific ERP software being used by the University. ii. Strong project management skills to plan, execute, and oversee the ERP implementation project effectively, iii. Understanding of technical aspects related to ERP systems, such as database management, scripting (e.g.,.NET), and system

			Management or any relevant vendor-specific certification **is a must.** **In addition, candidates must be duly registered with the Computer Professionals Registration Council of Nigeria (CPN).**		milestones, and resource allocation. vi. Diagnose, troubleshoot and implement corrective action to maintain the availability of University ERP platforms. vii. Regularly update protocols and access privileges on the University's ERP platform. viii. Track and monitor traffic and access on the University ERP platform ix. Create a detailed project plan for the ERP implementation,	integration. iv. Ability to analyse complex data and v. understand the University's data requirements for customisation and reporting. vi. Proficiency in change management principles to manage the cultural and operational shifts associated with ERP implementation.

					including timelines, milestones, and resource allocation x. Ensure that the plan aligns with the University's strategic goals., and reports. xi. Plan and execute data migration from legacy systems to the new ERP system while ensuring data accuracy and integrity. xii. Ensuring data accuracy and integrity	
6.	* Chief Information Technology Officer III	13	A bachelor's degree in Business Information Systems, Management Information Systems (MIS), Computer Science,	**16 years**	i. Implement University process flow analysis and automation. ii. Develop Enterprise	i. In-depth knowledge of ERP systems, including the specific ERP software being

			Business Administration (with a focus on information systems), or a closely related field or higher degree in the above fields. . Possession of any one of these industry certifications; CompTIA Data+, Oracle ERP certification, SAP ERP certification, Oracle Cloud Enterprise Performance Management or any relevant vendor-specific certification **is a must.**		Architecture for the University. iii. Conduct analysis of the data resources in the University to inform business decisions. iv. Conduct a thorough analysis of the business requirements and assess various ERP software options v. Create a detailed project plan for the ERP implementation, including timelines, milestones, and resource allocation. vi. Diagnose, troubleshoot and implement	used by the University. ii. Strong project management skills to plan, execute, and oversee the ERP implementation project effectively, iii. Understanding of technical aspects related to ERP systems, such as database management, scripting (e.g.,.NET), and system integration. iv. Ability to analyse complex data and

			In addition, candidates must be duly registered with the Computer Professionals Registration Council of Nigeria (CPN).		corrective action to maintain the availability of University ERP platforms. vii. Regularly update protocols and access privileges on the University's ERP platform. viii. Track and monitor traffic and access on the University ERP platform. ix. Plan and execute data migration from legacy systems to the new ERP system while ensuring data accuracy and integrity	v. understand the University's data requirements for customisation and reporting. vi. Expertise in change management principles to manage the cultural and operational shifts associated with ERP implementation.

S/NO.	*POSTS*	*CONTISS LEVEL*	*QUALIFICATION*	*EXPERIENCE*	*JOB DESCRIPTION*	*DEMONSTRABLE SKILL(S)*
7.	** Chief Information Technology Officer II	14	A bachelor's degree in Business Information Systems, Management Information Systems (MIS), Computer Science, Business Administration (with a focus on information systems), or a closely related field or higher degree in the above fields. Possession of any one of these industry certifications; Comptia DataSys+, Oracle ERP	**.19 years**	i. Implement University process flow analysis and automation. ii. Develop Enterprise Architecture for the University. iii. Conduct analysis of the data resources in the University to inform business decisions. iv. Conduct a thorough analysis of the business requirements and assess various ERP software options	i. In-depth knowledge of ERP systems, including the specific ERP software being used by the University. ii. Strong project management skills to plan, execute, and oversee the ERP implementation project effectively, iii. Understanding of technical aspects related to ERP systems, such as database management, scripting

			certification, SAP ERP certification, Oracle Cloud Enterprise Performance Management or any relevant vendor-specific certification **is a must** **In addition, candidates must be duly registered with the Computer Professionals Registration Council of Nigeria (CPN).**		v. Create a detailed project plan for the ERP implementation, including timelines, milestones, and resource allocation. vi. Diagnose, troubleshoot and implement corrective action to maintain the availability of the University's ERP platform. vii. Regularly update protocols and access privileges on the University's ERP platform. viii. Track and monitor	(e.g., .NET), and system integration. iv. Ability to analyse complex data and v. understand the University's data requirements for customisation and reporting. vi. Expertise in change management principles to manage the cultural and operational shifts associated with ERP implementation. vii. Ability to design and deliver training programs to ensure employees can use the

					traffic and access on the University ERP platform ix. Ensure that the plan aligns with the University's strategic goals., and reports. x. Plan and execute data migration from legacy systems to the new ERP system while ensuring data accuracy and integrity. xi. Ensure data accuracy and integrity	ERP system effectively. viii. Knowledge of QA methodologies to ensure the ERP system meets performance and security standards. ix. Possess leadership ability.

8.	* *Chief Information Technology Officer I	15	A bachelor's degree in Business Information Systems, Management Information Systems (MIS), Computer Science, Business Administration (with a focus on information systems), possess a closely related field or higher degree in the above fields. Possession of any one of these industry certifications such as; CompTIA DataSys+, Oracle ERP certification, SAP ERP certification, Oracle Cloud Enterprise	**22 years**	i. Implement University process flow analysis and automation. ii. Develop Enterprise Architecture for the University. iii. Conduct analysis of the data resources in the University to inform business decisions. iv. Conduct a thorough analysis of the business requirements and assessing various ERP software options v. Create a detailed project plan for the ERP implementation,	i. In-depth knowledge of ERP systems, including the specific ERP software being used by the University. ii. Strong project management skills to plan, execute, and oversee the ERP implementation project effectively, iii. Understanding of technical aspects related to ERP systems, such as database management, scripting (e.g.,.NET), and system integration. iv. Ability to analyse

			Performance Management or any relevant vendor-specific certification **is a must** **In addition, candidates must be duly registered with the Computer Professionals Registration Council of Nigeria (CPN).**		including timelines, milestones, and resource allocation. vi. Diagnose, troubleshoot and implement corrective action maintain the availability of the University's ERP platform. vii. Regularly update protocols and access privileges on the University's ERP platform. viii. Track and monitor traffic and access on the University ERP platform	complex data and understand the University's data requirements for customisation and reporting. v. Expertise in change management principles to manage the cultural and operational shifts associated with ERP implementation. vi. Ability to design and deliver training programs to ensure employees can use the ERP system effectively. vii. Knowledge of QA methodologies to ensure the ERP system

					ix. Ensure that the plan aligns with the University's strategic goals., and reports. x. Plan and execute data migration from legacy systems to the new ERP system while ensuring data accuracy and integrity. xi. Ensure data accuracy and integrity xii. Integrate the ERP system with other existing systems and applications, such as Student Information Management System	meets performance and security standards. The ERP landscape is constantly evolving, so adaptability to new technologies and methodologies is crucial. viii. Manifest leadership skill with ability to mentor younger colleagues.

					(SIMS) software, HR systems, Bursary Applications, Records, Procurement, Works & Physical Planning,	

*By Examination and Interview

**By advert, subject to Establishment vacancy.

Note: Volunteer/Intern position should be accommodated as part of our internal arrangement to temporarily boost manpower/staff strength without any financial implication to the university. For this position, candidates shall hold a minimum of a bachelor's degree in computer science, computer engineering, systems engineering, information technology, information systems, or closely related fields. Possession of industry certification such as CompTIA A+, Microsoft Certified: Windows Server, CompTIA Server+, Cisco Certified Network Associate (CCNA), etc shall be additional advantage.

TABLE 4: PROPOSED CAREER STRUCTURE FOR INFORMATION TECHNOLOGY (IT) TECHNICAL OFFICERS AT THE ADETOKUNBO BABATUNDE SOFOLUWE-CENTRE FOR INFORMATION TECHNOLOGY AND SYSTEMS (ABS-CITS)

S/NO.	***POSTS***	***CONTISS LEVEL***	***QUALIFICATION***	***EXPERIENCE***	***JOB DESCRIPTION***	***DEMONSTRABLE SKILL(S)***
1.	Assistant (IT) Technical Officer	06	Ordinary National Diploma in Computer Science, Computer Engineering, or a closely related field or Diploma in Information Technology (DIT) of the University of Lagos.	**3 years**.	i. Ensure the integrity and functionality of hardware components such as computers, servers, networking equipment, and other devices. ii. Perform routine maintenance to prevent hardware failures.	i. Excellent soft skill sets such as communication, report writing and documentation ii. Working knowledge of computing devices, systems and applications.

S/NO.	*POSTS*	*CONTISS LEVEL*	*QUALIFICATION*	*EXPERIENCE*	*JOB DESCRIPTION*	*DEMONSTRABLE SKILL(S)*
2.	(IT) Technical Officer	07	Ordinary National Diploma in Computer Science, Computer Engineering, or a closely related field or Diploma in Information Technology (DIT) of the University of Lagos. **OR** Higher National Diploma (HND) in Computer Science, Computer Engineering or relevant discipline from a recognised Institution. Possession of industry certification such as; Microsoft-certified	**6 years**. **NIL**	i. Ensure the integrity and functionality of hardware components such as computers, servers, networking equipment, and other devices. ii. Perform routine maintenance to prevent hardware failures. ii. Diagnose and resolve hardware issues, including	i. Strong knowledge of hardware components and configurations. ii. Familiarity with operating systems (e.g., Windows, Linux, macOS) and system administration. iii. Understanding of networking principles and protocols.

			Fundamentals, CompTIA A+ certification or any other relevant certification shall be an added advantage.		hardware replacement or repair.	
3.	Higher (IT) Technical Officer	08		**9 years**. **3 years**	i. Ensure the integrity and functionality of hardware components such as computers, servers, networking equipment, and other	i. Strong knowledge of hardware components and configurations. ii. Familiarity with operating systems (e.g., Windows, Linux, macOS) and system administration.

			Ordinary National Diploma in Computer Science, Computer Engineering, or a closely related field or Diploma in Information Technology (DIT) of the University of Lagos **OR** Higher National Diploma (HND) in Computer Science, Computer Engineering or relevant discipline from a recognised institution Possession of any one of these industry certifications; Microsoft Certified Fundamentals, CompTIA A+,		devices. ii. Perform routine maintenance to prevent hardware failures. iii. Diagnose and resolve hardware issues, including hardware replacement or repair. iv. Implement security measures to protect hardware and	iii. Understanding of networking principles and protocols iv. Knowledge of cybersecurity best practices and principles. v. Ability to implement security measures to protect hardware and systems.

			Cisco Certified Technician (CCT), Microsoft Technology Associate (MTA), Apple Certified Macintosh Technician (ACMT) certification **is a must.**		systems from unauthorised access and cyber threats. v. Monitor system logs and alerts to detect and respond to security incidents. vi. Develop appropriate protocols for the use and operation of hardware and systems vii. Ensure compliance with security	

					policies and standards.	

S/NO.	*POSTS*	*CONTISS LEVEL*	*QUALIFICATION*	*EXPERIENCE*	*JOB DESCRIPTION*	*DEMONSTRABLE SKILL(S)*

4.	Senior (IT) Technical Officer	09	**Terminal point for OND holders.** Ordinary National Diploma in Computer Science, Computer Engineering, or a closely related field or Diploma in Information Technology (DIT) of the University of Lagos **OR** Higher National Diploma in Computer Science, Computer Engineering or relevant discipline from a recognised institution. Possession of any one of	**12 years**. **6 years**. .	i. Ensure the integrity and functionality of hardware components such as computers, servers, networking equipment, and other devices. ii. Perform routine maintenance to prevent hardware failures. ii. Diagnose and resolve hardware issues, including hardware replacement or repair. v. Implement security measures to protect hardware and systems from unauthorised access and cyber threats. v. Monitor system logs and alerts to detect and respond to security incidents. **vi.** Ensure compliance with security policies and standards.	i. Strong knowledge of hardware components and configurations. ii. Familiarity with operating systems (e.g., Windows, Linux, macOS) and system administration. iii. Understanding of networking principles and protocols iv. Knowledge of cybersecurity best practices and principles. **v.** Ability to implement security measures to protect hardware and systems.

			these industry; Microsoft-certified fundamentals, CompTIA A+, Cisco Certified Technician (CCT), Microsoft Technology Associate (MTA), Apple Certified Macintosh Technician (ACMT) certification **is a must.** .		ii. Manage and maintain storage media such as hard drives, SSDs, and other storage media.	vi. Proficiency in diagnosing and resolving hardware and software issues. **vii.** Troubleshooting hardware failures and system errors.
5.	Principal (IT) Technical Officer	11	Higher National Diploma in Computer Science, Computer Engineering, or Advanced Diploma in Information Technology (A-DIT) of the University of Lagos. Candidates may be required to possess an advanced diploma in a	**10 years**	i. Ensure the integrity and functionality of hardware components such as computers, servers, networking equipment, and other devices. ii. Perform routine maintenance to prevent	i. Strong knowledge of hardware components and configurations. ii. Familiarity with operating systems (e.g., Windows, Linux, macOS) and system administration.

			closely related field or higher degree in the above fields. Possession of any one of these industry certifications; Microsoft-certified fundamentals, CompTIA A+, Cisco Certified Technician(CCT), Microsoft Technology Associate(MTA), Apple Certified Macintosh Technician (ACMT), CompTIA Security+, certification **is a must.** **In addition, candidates must be duly registered with the Computer**		hardware failures. iii. Diagnose and resolve hardware issues, including hardware replacement or repair. iv. Implement security measures to protect hardware and systems from unauthorised access and cyber threats. v. Monitor system logs and alerts to detect and respond to security incidents. **vi.** Ensure compliance with security policies and standards. vii. Implement backup and data recovery procedures to safeguard critical	iii. Understanding of networking principles and protocols iv. Knowledge of cybersecurity best practices and principles. **v.** Ability to implement security measures to protect hardware and systems. vi. Proficiency in diagnosing and resolving hardware and software issues. **vii.** Troubleshooting hardware failures and system errors. viii. Understanding of the

			Professionals Registration Council of Nigeria (CPN		information. **viii.** Securely dispose of and manage the lifecycle of media**,** especially sensitive data. ix. Manage and maintain storage media such as hard drives, SSDs, and other storage media. x. Deploy, configure, and manage end-user devices (e.g., laptops, desktops, mobile devices) within the University.	hardware and software procurement. specifications **ix.** Ability to work with vendors to evaluate and select appropriate solutions**.**
6.	Assistant Chief (IT) Technical Officer	12	Higher National Diploma in Computer Science, Computer Engineering, or any other relevant field or higher degree in the above fields.	**13 years**	i. Ensure the integrity and functionality of hardware components such as computers, servers, networking equipment, and	i. Strong knowledge of hardware components and configurations. ii. Familiarity with operating systems

			Possession of any one of these industry certifications; Microsoft-certified fundamentals CompTIA A+, CompTIA A+, Cisco Certified Technician (CCT), Microsoft Technology Associate (MTA), Apple Certified Macintosh Technician (ACMT), CompTIA Security+, CompTIA Network+ **is a must** **In addition, candidates must be duly registered with the Computer Professionals** **Registration Council of**		other devices. ii. Perform routine maintenance to prevent hardware failures. iii. Diagnose and resolve hardware issues, including hardware replacement or repair. iv. Implement security measures to protect hardware and systems from unauthorised access and cyber threats. v. Monitor system logs and alerts to detect and respond to security incidents. vi. Ensure compliance with security policies and standards.	(e.g., Windows, Linux, macOS) and system administration. iii. Understanding of networking principles and protocols iv. Knowledge of cybersecurity best practices and principles. **v.** Ability to implement security measures to protect hardware and systems. vi. Expertise in diagnosing and resolving hardware and software issues. **vii.** Troubleshooting

			Nigeria (CPN).		vii. Manage and maintain storage media such as hard drives, SSDs, and other storage media. viii. Implement backup and data recovery procedures to safeguard critical information. ix. Securely dispose of and manage the lifecycle of media**,** especially sensitive data. x. Deploy, configure, and manage end-user devices (e.g., laptops, desktops, mobile devices) within the University. xi. Enforce device security policies and settings.	hardware failures and system errors. viii. Understanding of the hardware and software procurement. specifications **ix.** Ability to work with vendors to evaluate and select appropriate solutions**.** x. Knowledge of industry-specific regulations and compliance requirements.

S/NO.	*POSTS*	*CONTISS LEVEL*	*QUALIFICATION*	*EXPERIENCE*	*JOB DESCRIPTION*	*DEMONSTRABLE SKILL(S)*	*REMARKS*
			In addition, the candidate must be duly registered with the Computer Professionals Registration Council of Nigeria (CPN).				

7.	*Chief(I) Technical Officer III	13	Higher National Diploma in Computer Science, Computer Engineering, Candidates must possess a closely related field or higher degree in the above fields. Possession of any one of these industry certifications; Microsoft-certified fundamentals, CompTIA A+, Cisco Certified Technician (CCT),	**16 years**	i. Ensure the integrity and functionality of hardware components such as computers, servers, networking equipment, and other devices. ii. Perform routine maintenance to prevent hardware failures. iii. Diagnose and resolve hardware issues, including hardware replacement or repair. iv. Implement security measures to protect	i. Strong knowledge of hardware components and configurations. ii. Familiarity with operating systems (e.g., Windows, Linux, macOS) and system administration. iii. Understanding of networking principles and protocols iv. Knowledge of cybersecurity best practices	

			Microsoft Technology Associate (MTA), Apple Certified Macintosh Technician (ACMT), CompTIA Security+, CompTIA Network+ certification **is a must.** **In addition, candidates must be duly registered with the Computer Professionals Registration Council of Nigeria (CPN).**		hardware and systems from unauthorised access and cyber threats. v. Monitor system logs and alerts to detect and respond to security incidents. vi. Ensure compliance with security policies and standards. vii. Manage and maintain storage media such as hard drives, SSDs, and other storage media. viii. Implement backup and data recovery procedures to	and principles. **v.** Ability to implement security measures to protect hardware and systems. vi. Proficiency in diagnosing and resolving hardware and software issues. **vii.** Troubleshooting hardware failures and system errors. viii. Understanding of the hardware	

					safeguard critical information. ix. Securely dispose of and manage the lifecycle of media, especially sensitive data. x. Deploy, configure, and manage end-user devices (e.g., laptops, desktops, mobile devices) within the University. xi. Enforce device security policies and settings. xii. Provide technical support to end-users for device-related	and software procurement. specifications **ix.** Ability to work with vendors to evaluate and select appropriate solutions**.** x. Knowledge of industry-specific regulations and compliance requirements.	

					issues.		
	**Chief (I) Technical Officer II	14	Higher National Diploma in Computer Science, Computer Engineering, Candidates must possess a closely related field or higher degree in the above fields.	**19years**	i. Ensure the integrity and functionality of hardware components such as computers, servers, networking equipment, and other devices. ii. Perform routine maintenance to prevent hardware failures.	i. Strong knowledge of hardware components and configurations. ii. Familiarity with operating systems (e.g., Windows,	

			Possession of any one of these industry certification; Microsoft-certified .NET Development Fundamentals, Apple Certified Macintosh Technician (ACMT), CompTIA Security+, CompTIA Network+, Systems Security Certified Practitioner (SSCP), CompTIA Linux+, CompTIA Server+		iii. Diagnose and resolve hardware issues, including hardware replacement or repair. iv. Implement security measures to protect hardware and systems from unauthorised access and cyber threats. v. Monitor system logs and alerts to detect and respond to security incidents. vi. Ensure compliance with security policies and standards. vii. Manage and	Linux, macOS) and system administration. iii. Understanding of networking principles and protocols iv. Knowledge of cybersecurity best practices and principles. **v.** Ability to implement security measures to protect	

			certification **is a must.** **In addition, candidates must be duly registered with the Computer Professionals Registration Council of Nigeria (CPN).**		maintain storage media such as hard drives, SSDs, and other storage media. viii. Implement backup and data recovery procedures to safeguard critical information. ix. Securely dispose of and manage the lifecycle of media, especially sensitive data. x. Deploy, configure, and manage end-user devices (e.g., laptops, desktops, mobile devices) within the University.	hardware and systems. vi. Proficiency in diagnosing and resolving hardware and software issues. **vii.** Troubleshooting hardware failures and system errors. viii. Understanding of the	

					xi. Enforce device security policies and settings. xii. Provide technical support to end-users for device-related issues. xiii. Collaborate with the procurement unit to select and purchase hardware and software solutions such as OS and relevant application software.	hardware and software procurement. specifications **ix.** Ability to work with vendors to evaluate and select appropriate solutions**.** **x.** Knowledge of industry-specific regulations and compliance	

						requirements. **xi.** Strong ability to provide leadership and inspire colleagues.	
	**Chief (I) Technical Officer I	15	Higher National Diploma in Computer Science, Computer Engineering, Candidates must possess . a closely related field or higher degree in the above fields.	**22 years**	i. Ensure the integrity and functionality of hardware components such as computers, servers, networking equipment, and other devices. ii. Perform routine maintenance to prevent hardware failures. ii. Diagnose and resolve hardware issues,	i. Strong knowledge of hardware components and configurations. ii. Familiarity with operating systems (e.g., Windows, Linux, macOS) and system	

			Possession of any one of these industry certifications such as Microsoft-certified .NET Development Fundamentals, Apple Certified Macintosh Technician (ACMT), CompTIA Security+, CompTIA Network+, Systems Security Certified Practitioner (SSCP), CompTIA Linux+, CompTIA Server+ certification **is a**		including hardware replacement or repair. v. Implement security measures to protect hardware and systems from unauthorised access and cyber threats. v. Monitor system logs and alerts to detect and respond to security incidents. vi. Ensure compliance with security policies and standards. ii. Manage and maintain storage media such as hard drives, SSDs, and other storage media. ii. Implement backup and	administration. iii. Understanding of networking principles and protocols iv. Knowledge of cybersecurity best practices and principles. **v.** Ability to implement security measures to protect hardware and systems. vi. Proficiency in diagnosing	

			must. **In addition, candidates must be duly registered with the Computer Professionals Registration Council of Nigeria (CPN).**		data recovery procedures to safeguard critical information. x. Securely dispose of and manage the lifecycle of media**,** especially sensitive data. x. Deploy, configure, and manage end-user devices (e.g., laptops, desktops, mobile devices) within the University. xi. Enforce device security policies and settings. ii. Provide technical support to end-users for device-related issues. ii. Collaborate with the	and resolving hardware and software issues. **vii.** Troubleshooting hardware failures and system errors. viii. Understanding of the hardware and software procurement. specifications **ix.** Ability to work with vendors to evaluate and select appropriate	

					procurement unit to select and purchase hardware and software solutions such as OS and relevant application software. v. Ensure compatibility and compliance with University ICT strategic policy and vision..	solutions. **x.** Knowledge of industry-specific regulations and compliance requirements. **xi.** Strong ability to provide leadership and mentor younger colleagues.	

*By Examination and Interview

**By advert, subject to Establishment vacancy.

Note: Volunteer/Intern position should be accommodated as part of our internal arrangement to temporarily boost manpower/staff

strength without any financial implication to the university. For this position, candidates shall hold a minimum of a bachelor's degree in computer science, computer engineering, systems engineering, information technology, information systems, or closely related fields. Possession of industry certification such as CompTIA A+, Microsoft Certified: Windows Server, CompTIA Server+, Cisco Certified Network Associate (CCNA), etc shall be additional advantage.

TABLE 5: PROPOSED CAREER STRUCTURE FOR ICT TECHNICAL ASSISTANTS AT THE ADETOKUNBO BABATUNDE SOFOLUWE-CENTRE FOR INFORMATION TECHNOLOGY AND SYSTEMS (ABS-CITS))

S/NO.	*POSTS*	*CONTIS*	*QUALIFICATION*	*EXPERIENCE*	*JOB DESCRIPTION*	*DEMONSTRABLE*	*REMARKS*

		S LEVEL				***SKILL(S)***	
1	Technical Assistant IV	3	SSCE/NECO/WAEC/GCE O/L Certificate with five (5) credits including English Language and Mathematics with Certificate of competence in Web design, Desktop publishing, certificate in information technology applications, certificate in data analytics, certificate in digital marketing, ICDL certification, certificate in	NIL	i. Deploy, configure, and manage end-user devices (e.g. laptops, desktop, mobile devices within the University) Provide technical support to users for device related issues,	Competence in web design, Desktop publishing, information technology applications, data analytics, digital marketing, proficiency in Microsoft fundamentals competence in hardware assembly and maintenance.	

			hardware assembly and maintenance and any other relevant certificate				
2	Technical Assistant III	4	SSCE/NECO/WAEC/GCE O/L Certificate with five (5) credits including English Language and Mathematics with Certificate of competence in Web design, Desktop publishing, certificate in information technology applications, certificate in data analytics, certificate in digital marketing, ICDL certification, certificate in hardware assembly and maintenance and any other relevant certificate	3 years **OR**	i. Deploy, configure, and manage end-user devices (e.g. laptops, desktop, mobile devices within the University) ii. Provide technical support to users for device related issues iii. Routine	Competence in web design, Desktop publishing, information technology applications, data analytics, digital marketing, proficiency in Microsoft fundamentals competence in hardware assembly and maintenance.	

			OR C & G Certificate in Digital and IT (Hardware installation, Networking, Software and Web, Cybersecurity)	NIL (with relevant C & G Certificate)	1.0 website updates and maintenance Network cabling, troubleshooting and maintenance		
3	Technical Assistant II	5	SSCE/NECO/WAEC/GCE O/L Certificate with five (5) credits including English Language and Mathematics with Certificate of competence in Web design, Desktop publishing, certificate in information technology applications, certificate in data analytics, certificate in	6 years **OR**	i. Deploy, configure, and manage end-user devices (e.g. laptops, desktop, mobile devices within the University)	Competence in web design, Desktop publishing, information technology applications, data analytics, digital marketing, proficiency in Microsoft	

			digital marketing, ICDL certification, certificate in hardware assembly and maintenance and any other relevant certificate **OR** C & G Certificate in Digital and IT (Hardware installation, Networking, Software and Web, Cybersecurity)	3 years (with relevant C & G Certificate)	ii. Provide technical support to users for device related issues iii. Routine website updates and maintenance iv. Network cabling, troubleshooting and maintenance v. CCTV installation, troubleshooting and	fundamentals competence in hardware assembly and maintenance.	

					maintenance xii. Install general software packages(such as ms-word, ms-excel, and CorelDraw) and support to end-users		
4	Technical Assistant I	6	SSCE/NECO/WAEC/GCE O/L Certificate with five (5) credits, including English Language and Mathematics with a Certificate of competence in Web design, Desktop publishing, a certificate in information technology applications, a certificate in data analytics, a certificate in digital marketing, ICDL	9 years	i. Deploy, configure, and manage end-user devices (e.g. laptops, desktops, mobile devices within the University) ii. Provide technical	Competence in web design, Desktop publishing, information technology applications, data analytics, digital marketing, proficiency in Microsoft fundamentals,	**End of cadre**.

			certification, certificate in hardware assembly and maintenance and any other relevant certificate **OR** C & G Certificate in Digital and IT (Hardware installation, Networking, Software and Web, Cybersecurity)	**OR** 6 years (with relevant C &	iii. Routine website updates and maintenance iv. Network cabling, troubleshooting and maintenance v. CCTV installation, troubleshooting and maintenance vi. Install general support to users for device related issues	competence in hardware assembly and maintenance.	

				G Certificate)	software packages(such as Microsoft Office Suite vii. Provide technical support to end-users 4. Provide support for zoom meetings & scheduling		

TABLE 6: PROPOSED CAREER STRUCTURE FOR INFORMATION TECHNOLOGY (IT) EQUIPMENT ENGINEER AT THE ADETOKUNBO BABATUNDE SOFOLUWE- CENTRE FOR INFORMATION TECHNOLOGY AND SYSTEMS (ABS-CITS)

S/NO.	***POSTS***	***CONTISS LEVEL***	***QUALIFICATION***	***EXPERIENCE***	***JOB DESCRIPTION***	***DEMONSTRABLE SKILL(S)***	***REMARKS***
1.	Information Technology (IT) Equipment Engineer II	07	A bachelor's degree in Electrical Engineering or Electrical/Electronic, Computer Engineering, or Systems Engineering. Possession of industry certification such as ;Certification: Microsoft Certified Systems Engineer, CompTIA A+, CISCO's CCNA, Microsoft Certified Solution Experts, or Microsoft Technology	**NIL**	i. Ensure the integrity and functionality of hardware components such as computers, servers, networking equipment, and other devices. ii. Perform routine maintenance to prevent hardware failures. iii. Diagnose and resolve hardware	i. Strong knowledge of hardware components and configurations. ii. Familiarity with operating systems (e.g., Windows, Linux, macOS) and system administration. ii. Understanding of networking principles and protocols.	

			Associates (Hardware and Devices) Shall be an added advantage. **In addition, candidates registered with the Council for the Regulation of Engineering in Nigeria (COREN) shall be an added advantage**		issues, including hardware replacement or repair.		
2.	Information Technology (IT) Equipment Engineer I	08	A bachelor's degree in Electrical Engineering or Electrical/Electronic, Computer Engineering and Systems Engineering. or closely related fields with	**3 years**	i. Ensure the integrity and functionality of hardware components such as computers, servers, networking	i. Strong knowledge of hardware components and configurations. ii. Familiarity with operating systems	

			three years cognate experience or a master's degree in the above fields. Possession of any one of these industry certifications: Microsoft Certified Systems Engineer, CompTIA A+, CISCO's CCNA, Microsoft Certified Solution Experts, Microsoft Technology Associates (Hardware and Devices) **is a must.** **In addition, candidates registered with the Council for the Regulation**		equipment, and other devices. ii. Perform routine maintenance to prevent hardware failures. ii. Diagnose and resolve hardware issues, including hardware replacement or repair. v. Implement security measures to protect hardware and systems from unauthorised access and cyber threats.	(e.g., Windows, Linux, macOS) and system administration. ii. Understanding of networking principles and protocols v. Knowledge of cybersecurity best practices and principles. v. Ability to implement security measures to protect hardware and systems.	

			of Engineering in Nigeria (COREN) shall be an added advantage		v. Monitor system logs and alerts to detect and respond to security incidents. vi. Ensure compliance with security policies and standards.		
3.	Senior Information Technology (IT) Equipment Engineer	09	A bachelor's degree in. Electrical Engineering or Electrical/Electronic, Computer Engineering and Systems Engineering. Candidates for this position may be required to possess a closely related fields or master's degree in the above fields	. **6 years**	i. Ensure the integrity and functionality of hardware components such as computers, servers, networking equipment, and other devices. ii. Perform routine maintenance to	i. Strong knowledge of hardware components and configurations. ii. Familiarity with operating systems (e.g., Windows, Linux, macOS) and	

			Possession of any one of these industry certifications; Microsoft Certified Systems Engineer, CompTIA A+, CISCO's CCNA, Microsoft Certified Solution Experts, Microsoft Technology Associates (Hardware and Devices) **is a must.** **In addition, candidates registered with the Council for the Regulation of Engineering in Nigeria (COREN) shall be an added advantage**		prevent hardware failures. iii. Diagnose and resolve hardware issues, including hardware replacement or repair. iv. Implement security measures to protect hardware and systems from unauthorised access and cyber threats. v. Monitor system logs and alerts to detect and respond to security incidents.	system administration. iii. Understanding of networking principles and protocols iv. Knowledge of cybersecurity best practices and principles. v. Ability to implement security measures to protect hardware and systems. vi. Proficiency in diagnosing and	

					vi. Ensure compliance with security policies and standards. vii. Manage and maintain storage media such as hard drives, SSDs, and other storage media.	resolving hardware and software issues. vii. Troubleshooting hardware failures and system errors.	

S/NO.	***POSTS***	***CONTISS LEVEL***	***QUALIFICATION***	***EXPERIENCE***	***JOB DESCRIPTION***	***DEMONSTRABLE SKILL(S)***	***REMARKS***

4.	Principal Information Technology (IT) Equipment Engineer	11	A bachelor's degree in Electrical Engineering or Electrical/Electronic, Computer Engineering and Systems Engineering. Candidates for this position must possess a closely related field or higher degree in the above fields. Possession of any one of these industry certifications;: Microsoft Certified Systems Engineer, CompTIA A+, CISCO's CCNA, Microsoft	**.10 years**	i. Ensure the integrity and functionality of hardware components such as computers, servers, networking equipment, and other devices. ii. Perform routine maintenance to prevent hardware failures. iii. Diagnose and resolve hardware issues, including	i. Strong knowledge of hardware components and configurations. ii. Familiarity with operating systems (e.g., Windows, Linux, macOS) and system administration. iii. Understanding of networking principles and protocols iv. Knowledge of cybersecurity best practices and principles. v. Ability to	

			Certified Solution Experts and Microsoft Technology Associates (Hardware and Devices) **is a must.** **In addition, candidates must be registered with the Council for the Regulation of Engineering in Nigeria (COREN).**		hardware replacement or repair. iv. Implement security measures to protect hardware and systems from unauthorised access and cyber threats. v. Monitor system logs and alerts to detect and respond to security incidents. vi. Ensure compliance	implement security measures to protect hardware and systems. vi. Proficiency in diagnosing and resolving hardware and software issues. vii. Troubleshooting hardware failures and system errors. viii. Strong organisational and documentation skills for maintaining hardware and software records.	

					with security policies and standards. vii. Manage and maintain storage media such as hard drives, SSDs, and other storage media. viii. Implement backup and data recovery procedures to safeguard critical information..		

5.	Assistant Chief Information Technology (IT) Equipment Engineer	12	A bachelor's degree in Electrical Engineering or Electrical/Electronic, Computer Engineering and Systems Engineering. Candidates for this position must possess a closely related field or higher degree in the above fields.. Possession of any one of these industry certification; Microsoft Certified Systems Engineer, CompTIA A+, CISCO's CCNA, Microsoft Certified Solution Experts, Microsoft Technology	**13 years**	i. Ensure the integrity and functionality of hardware components such as computers, servers, networking equipment, and other devices. ii. Perform routine maintenance to prevent hardware failures. ii. Diagnose and resolve hardware issues, including	i. Strong knowledge of hardware components and configurations. ii. Familiarity with operating systems (e.g., Windows, Linux, macOS) and system administration. iii. Understanding of networking principles and protocols iv. Knowledge of cybersecurity best practices	

			Associates (Hardware and Devices**) is a must** **In addition, candidates must be registered with the Council for the Regulation of Engineering in Nigeria (COREN).**		hardware replacement or repair. v. Implement security measures to protect hardware and systems from unauthorised access and cyber threats. v. Monitor system logs and alerts to detect and respond to security incidents. vi. Ensure compliance	and principles. v. Ability to implement security measures to protect hardware and systems. vi. Proficiency in diagnosing and resolving hardware and software issues. vii. Troubleshooting hardware failures and system errors. viii. Strong organisational and	

					with security policies and standards. ii. Manage and maintain storage media such as hard drives, SSDs, and other storage media. ii. Implement backup and data recovery procedures to safeguard critical information. x. Securely dispose of and manage the	documentation skills for maintaining hardware and software records ix. Understanding of the hardware and software procurement. Advise on system/hardware requirements and specifications x. Ability to work with vendors to evaluate and select appropriate solutions.	

					lifecycle of media, especially sensitive data.		
6.	* Chief Information Technology (IT) Equipment Engineer III	13	A bachelor's degree in Electrical Engineering or Electrical/Electronic, Computer Engineering and Systems Engineering. Candidates for this position must possess a closely related field or higher degree in the above fields.	**16 years**	i. Ensure the integrity and functionality of hardware components such as computers, servers, networking equipment, and other devices. ii. Perform	i. Strong knowledge of hardware components and configurations. ii. Familiarity with operating systems (e.g., Windows, Linux, macOS) and system administration.	

			Possession of any one of these industry certifications; Microsoft Certified Systems Engineer, CompTIA A+, CISCO's CCNA, Microsoft Certified Solution Experts, Microsoft Technology Associates (Hardware and Devices) **is a must,** **In addition, candidates must be registered with the Council for the Regulation of Engineering in Nigeria (COREN).**		routine maintenance to prevent hardware failures. iii. Diagnose and resolve hardware issues, including hardware replacement or repair. iv. Implement security measures to protect hardware and systems from unauthorised	iii. Understanding of networking principles and protocols iv. Knowledge of cybersecurity best practices and principles. v. Ability to implement security measures to protect hardware and systems. vi. Proficiency in diagnosing and resolving hardware and software issues.	

					access and cyber threats. v. Monitor system logs and alerts to detect and respond to security incidents. vi. Ensure compliance with security policies and standards. vii. Manage and maintain storage media such as hard drives, SSDs,	vii. Troubleshooting hardware failures and system errors. viii. Strong organisational and documentation skills for maintaining hardware and software records ix. Understanding of the hardware and software procurement. Advise on system/hardware requirements and specifications	

					and other storage media. viii. Implement backup and data recovery procedures to safeguard critical information. ix. Securely dispose of and manage the lifecycle of media, especially sensitive data. x. Collaborate with the	x. Ability to work with vendors to evaluate and select appropriate solutions. xi. Knowledge of industry-specific regulations and compliance requirements.	

					procurement unit to select and purchase hardware and software solutions such as OS and relevant application software. xi. Ensure compatibility and compliance with University requirements.		

S/NO.	*POSTS*	*CONTISS LEVEL*	*QUALIFICATION*	*EXPERIENCE*	*JOB DESCRIPTION*	*DEMONSTRABLE SKILL(S)*	*REMARKS*
7.	** Chief Information Technology (IT) Equipment Engineer II	14	bachelor's degree in Electrical Engineering or Electrical/Electronic, Computer Engineering and Systems Engineering. Candidates for this position must possess a closely related field or higher degree in the above fields Possession of any one of these industry certifications; Microsoft Certified Systems Engineer, CompTIA A+, CISCO's CCNA, Microsoft Certified Solution Experts, and Microsoft	**19 years**	i. Ensure the integrity and functionality of hardware components such as computers, servers, networking equipment, and other devices. ii. Perform routine maintenance to prevent hardware failures.	i. Strong knowledge of hardware components and configurations. ii. Familiarity with operating systems (e.g., Windows, Linux, macOS) and system administration. iii. Understanding of networking principles and protocols iv. Knowledge of	

			Technology Associates (Hardware and Devices) **is a must.** **In addition, candidates must be registered with the Council for the Regulation of Engineering in Nigeria (COREN).**		iii. Diagnose and resolve hardware issues, including hardware replacement or repair. iv. Implement security measures to protect hardware and systems from unauthorised access and cyber threats. v. Monitor system logs and alerts to	cybersecurity best practices and principles. v. Ability to implement security measures to protect hardware and systems. vi. Proficiency in diagnosing and resolving hardware and software issues. vii. Troubleshooting hardware failures and system errors.	

					detect and respond to security incidents. vi. Ensure compliance with security policies and standards. vii. Manage and maintain storage media such as hard drives, SSDs, and other storage media. iii. Implement backup and data recovery procedures to	viii. Strong organisational and documentation skills for maintaining hardware and software records ix. Understanding of the hardware and software procurement. Advise on system/hardware requirements and specifications x. Ability to work with vendors to evaluate and	

					safeguard critical information. ix. Securely dispose of and manage the lifecycle of media, especially sensitive data. x. Collaborate with the procurement unit to select and purchase hardware and software solutions such as OS and relevant	select appropriate solutions. xi. Knowledge of industry-specific regulations and compliance requirements. xii. Familiarity with backup and recovery processes. xiii. Secure data disposal and retention policies. xiv. Ability to provide leadership and	

					application software. xi. Ensure compatibility and compliance with the University's requirements.	inspire colleagues.	
8.	** Chief Information Technology (IT) Equipment Engineer I	15	bachelor's degree in Electrical Engineering or Electrical/Electronic, Computer Engineering and Systems Engineering. Candidates for this position must possess a closely related field or	**22 years**	i. Ensure the integrity and functionality of hardware components such as computers, servers, networking equipment, and other	i. Strong knowledge of hardware components and configurations. ii. Familiarity with operating systems (e.g., Windows, Linux, macOS) and	

			higher degree in the above fields Possession of any one of these industry certifications; Microsoft Certified Systems Engineer, CompTIA A+, CISCO's CCNA, Microsoft Certified Solution Experts, and Microsoft Technology Associates (Hardware and Devices) ; **is a must** **in addition, candidates must be registered with the Council for the Regulation of Engineering in Nigeria (COREN).**		devices. ii. Perform routine maintenance to prevent hardware failures. iii. Diagnose and resolve hardware issues, including hardware replacement or repair. iv. Implement security measures to protect hardware	system administration. iii. Understanding of networking principles and protocols iv. Knowledge of cybersecurity best practices and principles. v. Ability to implement security measures to protect hardware and systems. vi. Proficiency in diagnosing and	

					and systems from unauthorised access and cyber threats. v. Monitor system logs and alerts to detect and respond to security incidents. vi. Ensure compliance with security policies and standards. vii. Manage and maintain storage	resolving hardware and software issues. vii. Troubleshooting hardware failures and system errors. viii. Strong organisational and documentation skills for maintaining hardware and software records ix. Understanding of the hardware and Software procurement. Advise on	

						media such as hard drives, SSDs, and other storage media. viii. Implement backup and data recovery procedures to safeguard critical information. ix. Securely dispose of and manage the lifecycle of media, especially	system/hardware requirements and specifications x. Ability to work with vendors to evaluate and select appropriate solutions. xi. Knowledge of industry-specific regulations and compliance requirements. xii. Familiarity with backup and recovery processes.	

					sensitive data. x. Collaborate with the procurement unit to select and purchase hardware and software solutions such as OS and relevant application software. xi. Ensure compatibility and compliance with university	xiii. Secure data disposal and retention policies. xiv. Critical thinking and problem-solving skills to address complex hardware and system issues. xv. Leadership and ability to mentor younger colleagues.	

					requirements. xii. Maintain accurate records of hardware inventory, configurations, and software licenses. xiii. Generate reports on hardware and system integrity, security and allied incidents, and compliance		

					status.		

*By Examination and Interview

**By advert, subject to Establishment vacancy.

Note: Volunteer/Intern position should be accommodated as part of our internal arrangement to temporarily boost manpower/staff strength without any financial implication to the university. For this position, candidates shall hold a minimum of a bachelor's degree in computer science, computer engineering, systems engineering, information technology, information systems, or closely related fields. Possession of industry certification such as CompTIA A+, Microsoft Certified: Windows Server, CompTIA Server+, Cisco Certified Network Associate (CCNA), etc shall be additional advantage.

TABLE 7: DIRECTORSHIP CADRE AT THE ADETOKUNBO BABATUNDE SOFOLUWE-CENTRE FOR INFORMATION TECHNOLOGY AND SYSTEMS (ABS-CITS))

S/N	POST	CONTISS LEVEL	QUALIFICATION	EXPERIENCE	JOB DESCRIPTION	SKILLS
1	Deputy Director, ICT Services (By appointment and subject to vacancy)		This position shall ordinarily be by appointment either through request for application, headhunting or by appointment from the Vice-Chancellor. Candidates for	**Minimum of 15 Years cognate experience as either a** • Systems Administrator • Systems Analysts/Programmer • Information Technology Officer • Information Technology (IT) Equipment Engineer	The duties of the holder of this position include: • Assists the Director in accomplishing the mandates, goals and the strategic vision of the directorate. • Superintends over the activities specific units assigned to the portfolio including	x. Proficiency in various operating systems such as Windows, Linux and their administrations. xi. Knowledge of network/cybersecurity principles and best practices. xii. Experience with virtualisation technologies like VMware, Hyper-V, or

			the position of Deputy Director shall possess a Bachelor's degree in computer science, information technology, information systems, computer engineering, systems engineering, cybersecurity, or closely related fields or higher degree in the above		staff in the directorate. • Coordinates and presents unit report for the attention of the Director. • Any other duty relating ICT Services as may be assigned by the Director from time to time. • Install, configure, and maintain servers, including operating systems, software, and hardware components. • Diagnose, troubleshoot and maintain network	Docker, xiii. Understanding of server hardware components and their maintenance, xiv. Knowledge of backup solutions and disaster recovery procedures, xv. Strong problem-solving skills and the ability to diagnose and resolve technical issues. xvi. Ability to work with third-party vendors and service providers for procurement, support, and troubleshooting. xvii. Ability to conceptualise

			fields. Possession of any one of these industry certifications; CompTIA A+, Microsoft Certified: Windows Server, CompTIA Server+, Cisco Certified Network Professional (CCNP), VMware Certified Advanced		devices and infrastructure • Create, modify, and remove user accounts, manage permissions, and ensure proper access control. • Monitor server and network performance, troubleshoot issues, and perform proactive maintenance to ensure optimal system performance and availability. • Create, modify, and remove user accounts, manage	xviii.	and initiate new system configuration to optimise system performance. Demonstrable leadership skills including the ability to mentor younger colleagues

			Professional (VCAP), CompTIA Linux+, AWS Certified SysOps Administrator – Associate, Certified Information Systems Security Professional (CISSP) or related certification is a must. In addition, candidates		permissions, and ensure proper access control. • Monitor server and network performance, troubleshoot issues, and perform proactive maintenance to ensure optimal system • Apply security patches and updates to servers and software to address vulnerabilities and ensure system security. • Implement security protocols and	

			must possess a minimum of fifteen years (15) years cognate experience in the ICT industry in system **In addition, candidates must be duly registered with the Computer Professionals Registration Council of Nigeria (CPN).**		strategies, configure firewalls, antivirus software, and intrusion detection systems to protect the network infrastructure. • Diagnose and resolve hardware and software issues, system errors, and network.	

7	Director, ICT Services (By appointment and subject to vacancy)		(This position shall ordinarily be by appointment either through request for application, headhunting or by appointment from the Vice-Chancellor. Candidates for the position of Deputy Director shall possess a Bachelor's degree in computer science, information	**Minimum of 18 Years cognate experience as either a** • Systems Administrator, • Systems Analysts/Programmer, • Information Technology Officer, or • Information Technology (IT) Equipment Engineer	• Provide strategic leadership and coordinate the activities of the directorate towards achieving its strategic mission and vision. • The holder shall act as both the administrative and operational head of the directorate and overseeing the administration of the entire ICT directorate for the University. • Specific duties of the Director shall include: • Providing strategic leadership in working	i. Proficiency in various operating systems such as Windows, Linux and their administrations. ii. Knowledge of network/cybersecurity principles and best practices. iii. Experience with virtualisation technologies like VMware, Hyper-V, or Docker, iv. Understanding of server hardware components and their maintenance, v. Knowledge of backup solutions and disaster

			technology, information systems, computer engineering, systems engineering, cybersecurity, or closely related fields or higher degree in the above fields. Possession of any one of these industry certifications; CompTIA A+, Microsoft		with faculty, staff and students to plan and implement ICT strategy for the University, • Providing leadership support in building relationships with both internal and external stakeholders. • Provide ICT advisory and guidance to the Vice Chancellor. • Proficiency in various operating systems such as Windows, Linux and their administrations. • Knowledge of network/cybersecurity	recovery procedures, vi. Strong problem-solving skills and the ability to diagnose and resolve technical issues. vii. Ability to work with third-party vendors and service providers for procurement, support, and troubleshooting. viii. Ability to conceptualise and initiate new system configuration to optimise system performance. ix. Demonstrable leadership skills including the ability to

			Certified: Windows Server, CompTIA Server+, Cisco Certified Network Professional (CCNP), VMware Certified Advanced Professional (VCAP), CompTIA Linux+, AWS Certified SysOps Administrator – Associate,		principles and best practices. • Experience with virtualisation technologies like VMware, Hyper-V, or Docker, • Understanding of server hardware components and their maintenance, • Knowledge of backup solutions and disaster recovery procedures, • Strong problem-solving skills and the ability to diagnose and resolve technical issues.	mentor younger colleagues

			Certified Information Systems Security Professional (CISSP) or related certification is a must. In addition, candidates must possess a minimum of fifteen years (15) years cognate experience in the ICT industry in system		• Ability to work with third-party vendors and service providers for procurement, support, and troubleshooting. • Ability to conceptualise and initiate new system configuration to optimise system performance. • Demonstrable leadership skills including the ability to mentor younger colleagues	

			In addition, candidates must be duly registered with the Computer Professionals Registration Council of Nigeria (CPN). This position shall always be advertised and/or head-hunted.			

A publication of the Adetokunbo Babatunde Sofoluwe Centre for Information Technology and Systems (ABS-CITS)

University of Lagos

Akoka, Lagos, Nigeria


UNIVERSITY OF LAGOS
IN DEED AND IN TRUTH