



# National University of Vanuatu

## Job Description and Specification



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| <b>Job Title</b>                               | <b>Manager of Information Technology (IT) Service</b>  |
| <b>Reporting To</b>                            | Director of Operations   |
| <b>Job Purpose</b>                             | Effectively manage all IT functions and systems of the NUV   |
| <b>Position Summary</b>                        | Manage, implement, maintain, update and further develop all of NUV computer and information systems, ensuring the secure, effective and efficient operation of all computer systems, related applications, hardware, and software used within the University.  |
| <b>Key Responsibilities – Detailed Listing</b> | <ol style="list-style-type: none"><li><i>Become fully familiar with:</i><ul style="list-style-type: none"><li>- NUV's mission, structure, strategic directions, IT systems and regulations</li></ul></li><li><i>Ensure the effective implementation of all NUV IT functions, including:</i><ul style="list-style-type: none"><li>- Managing, updating and further developing all of NUV computers and information systems</li><li>- Developing implementation plans for dealing with complex requests for change or for the introduction of new services, evaluating risks to integrity of infrastructure inherent in proposed implementations and review the effectiveness of change implementation.</li><li>- Managing IT staff by recruiting and training employees, communicating job expectations, and monitoring performance.</li><li>- Monitoring daily operations, including server hardware, software, and operating systems.</li><li>- Managing the definition, documentation and satisfactory completion of projects identifying, assessing and managing risks to the success of the project.</li><li>- Ensuring that realistic project and quality plans are prepared and maintained and provide regular and accurate reports to stakeholders as appropriate.</li><li>- Selecting and purchasing new and replacement hardware and software, when necessary.</li><li>- Coordinating technology installations, upgrades, and maintenance.</li><li>- Testing, troubleshooting, and modifying information systems so that they operate effectively.</li><li>- Generating performance reports for operating systems.</li><li>- Assuring all IT activities are performed within the parameters of applicable laws, codes, and regulations.</li><li>- Evaluating technology risks in order to develop a network disaster recovery plan and backup procedures.</li></ul></li></ol> |

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|                              | <ul style="list-style-type: none"> <li>- Remaining up to date with advances in technology and industry best practices, especially as they apply to universities.</li> <li>- Designing and supporting IT training for NUV staff and students, as needed;</li> <li>- Overseeing and reviewing the work and performance of all IT staff, ensuring productivity and engagement;</li> <li>- Effectively liaising with Deans of Faculties on special IT needs for teaching staff and students</li> <li>- Preparing and administering the annual IT budget and ensuring cost effectiveness</li> </ul> <p>3. <i>Other:</i></p> <ul style="list-style-type: none"> <li>o Participate in regular NUV management meetings</li> <li>o Advise managers and executives on key IT issues</li> <li>o Ensure effective management of IT related conflicts and issues</li> </ul> |
| <b>Critical Competencies</b> | <ol style="list-style-type: none"> <li>1. <i>Work in a professional manner</i>, with occupational knowledge, accountability and adaptability</li> <li>2. <i>Strive for excellence</i>, with communication, inclusiveness and teamwork</li> <li>3. <i>Contribute to the NUV</i>, with innovation, leadership and quality focus</li> </ol>   |
| <b>Qualifications</b>        | University Degree in IT or closely related area from a recognized institution  |
| <b>Special Skills</b>        | <ul style="list-style-type: none"> <li>➤ In-depth knowledge of IT functions and best practices</li> <li>➤ In-depth knowledge of IT related legal issues</li> <li>➤ Extensive experience in IT systems, hardware and software with a focus on education</li> <li>➤ Ability to architect IT strategy along with leadership skills</li> <li>➤ People oriented, inclusion oriented and results driven</li> <li>➤ Excellent written and verbal communication skills</li> <li>➤ Excellent active listening, negotiation and presentation skills</li> </ul>   |
| <b>Required Experience</b>   | <ul style="list-style-type: none"> <li>- 3 to 5 years' experience in IT at the management level</li> <li>- Proven track record of effective technical management, information analysis, and a thorough understanding of computer hardware and software systems, especially for educational institutions</li> </ul>   |
| <b>Language</b>              | Fluent in English, French and Bislama  |

## **Terms and Conditions of Employment**

Three-year local contract

Annual salary: 3.9 M VT + 25 % Benefits

The National University of Vanuatu is an Affirmative Action/Equal Opportunity employer committed to diversity. All employment decisions in the NUV shall be based on merit and on equal opportunity. The NUV is committed to ensuring fair, equal, and impartial treatment of all employees in all aspects of employment. The NUV is also committed to gender balance in employment and to providing employment opportunities for people with special needs. In carrying out its employment decisions, NUV will not discriminate basis of gender, religion, nationality, race, language or disability.

## **Selection Methods**

Please send your cover letter and CV with 2 references from past/recent employment and evidence of your highest qualifications to the following address: [apply@univ.edu.vu](mailto:apply@univ.edu.vu)

Deadline for submission: 25 November 2022 by 4 pm