

REPUBLIC OF UGANDA

SCHEME OF SERVICE FOR THE INFORMATION TECHNOLOGY CADRE

**Ministry of Information, Communication, Technology and
National Guidance
P. O. Box 7817
KAMPALA
UGANDA**

JUNE, 2025

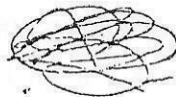


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1.0 INTRODUCTION

In line with global commitments to enhance digital inclusion, to realize Goal Nine, target 9.7 and 9.8 of the Sustainable Development Goals (SDG) for 2030, the Government of Uganda is committed to developing a Digital Vision for Uganda. It aims to build a digitally-enabled society that is "... secure, sustainable, innovative, transformative ... to create a positive social and economic impact through technology-based empowerment". The Digital Uganda Vision provides an overarching framework that responds to the National Vision 2040 by providing a unified ICT policy direction. It further provides the Government's integrated policy and strategic framework to show how Information and Communication Technologies (ICT) can empower Ugandan citizens and achieve the goals of universal inclusion, sustainable development, economic progress and poverty eradication through Digital innovation.

Under Minute 77(CT 2016) of 13th April 2016, Cabinet among other things approved that "Ministry of Information and Communications Technology will be the Parent Ministry for the IT professionals and related cadres". This decision was in keeping with the fact that IT is an enabling Function that is required across the whole of Government to facilitate the implementation of the digital transformation agenda.

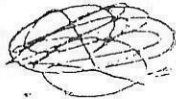
This "Scheme of Service" is issued to operationalize the above Cabinet decision, and particularly to provide a detailed framework and guidelines for managing IT in a harmonized, standardized and uniform manner as a Common Cadre business enabling Service Function.



2.0 AIMS AND OBJECTIVES OF THE SCHEME

The objectives of the Scheme are:

- a) To provide a management framework that will attract, develop, utilize and retain highly skilled and motivated professionals for effective and efficient delivery of IT services.
- b) To guide in the selection, appointment and deployment of the right people to occupy IT positions in the Public Service.
- c) To provide clear lines and channels of promotion and career advancement for IT professionals.
- d) To specify the level of qualifications, skills, competencies and training required for each position under the scheme.
- e) To clearly describe the duties and responsibilities as well as the person specifications expected of the suitable holder of each job.
- f) To guide the IT professionals in providing effective and efficient IT support services in Ministries, Departments and Local Governments.



3.0 ADMINISTRATION AND MANAGEMENT OF THE SCHEME

3.1 Administration of the Scheme

The Scheme will be administered by the Ministry of ICT and National Guidance, as the Parent Ministry, in consultation with the Public Service Commission, Ministry of Public Service and Ministry of Local Government.

The Ministry of ICT and National Guidance will be responsible for: -

- a) Declaring all vacant IT positions in Central Government Ministries and Departments to the Public Service Commission for filling.
- b) Providing technical support to respective Service Commissions in the recruitment, Selection and appointment of IT professionals in the Public Service.
- c) Deploying IT professionals in Ministries and Departments.
- d) Mentoring and monitoring IT professionals in Ministries, Departments and Local Governments.
- e) Planning, organizing, coordinating, monitoring and evaluating Staff Career and Professional Training and Development programs for the IT Cadre.
- f) Advising and supporting Ministries, Departments and Local governments in ensuring effective utilization, development and retention of skilled and motivated IT Professionals.

3.2 Recruitment and Promotion

Appointment of staff into the IT Cadre in Central Government Ministries and Departments shall be done by the Public Service Commission on submission from the Ministry of Information, Communications Technology and National Guidance. Therefore, Ministries and Departments with vacancies for IT Cadres to fill shall declare such vacancies to the Ministry of Information Communications Technology and National Guidance for onward submission to Public Service Commission.

Appointment of staff into the IT Cadre in Districts, Cities and Municipal Councils shall be done by the responsible District Service Commissions on submission from the respective Chief Administrative Officers and Town Clerks.

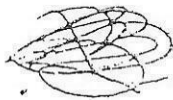
In the recruitment of officers into the IT cadre, the Ministry of ICT and National Guidance shall assign a competent technical representative to effectively participate in the recruitment and selection processes of the respective Service Commissions.

3.3 Deployment

The Permanent Secretary, Ministry of ICT and National Guidance will deploy IT staff in Ministries and Departments. IT Staff in District and Urban authorities will be deployed by the respective Chief Administrative Officers, City and Municipal Clerks.

3.4 Training and Skills Development

The Ministry of Information, Communication, Technology and National Guidance shall set standards for professional and technical training and skills development for the IT Cadre. Nonetheless, the actual training plans and budgets shall be drawn and implemented by the Ministry, Departments and Local Governments where the IT Cadres are deployed.



3.5 Performance Management

The day-to-day performance management of IT staff shall be the responsibility of their immediate supervisors and the respective Accounting Officers of the entities where the Cadres are deployed. This shall include, but not limited to:

- a) Assigning specific duties and setting performance targets for the Cadres.
- b) Providing adequate resources, facilities, motivation and support to ensure good performance.
- c) Continuous supervision, direction, monitoring and guidance.
- d) Periodic performance appraisal, feedback and remedial action.
- e) Management of the officer's personal and confidential records.

Existing IT Grading

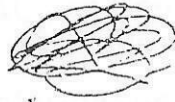
The table below presents the existing grading of the IT Cadre:

| Current Job Title | Current Salary Scale |
|----------------------------|----------------------|
| Director ICT | U1SE |
| Commissioner ICT | U1SE |
| Assistant Commissioner ICT | U1E |
| Principal ICT Officer | U2 |
| Senior ICT Officer | U3 |
| ICT Officer | U4 |
| Assistant ICT Officer | U5 |
| Data Entry Clerk | U6 |
| Computer Technician | U7 |

3.7. New IT Designations and Salary Grading

The table below presents the new grading of the Information Technology Cadre:

| New Job Title | New Salary Scale |
|---------------------------|------------------|
| Commissioner IT | U1SE |
| Assistant Commissioner IT | U1E |
| Principal IT Officer | U2 |
| Senior IT Officer | U3 |
| IT Officer | U4 |



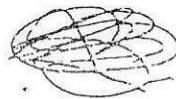
Conversion to the new Grading structure

- (a) Serving Officers will adopt and convert as appropriate to the equivalent new designations provided in the Scheme of Service;
- (b) For advancement to the higher grades, officers must possess the prescribed minimum qualifications and experience required for the grade;
- (c) Where posts have been abolished, the serving officers shall be considered for appointment to higher grades provided they possess the minimum qualifications and experience required for the grade.

Recognised Qualifications

The following are the recognised qualifications for the purpose of this scheme:

- Bachelor's degree in **either**;
Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Statistics (with focus on Statistical computing), Telecom Engineering, Electrical Engineering or Science (with focus on Computer Science, Mathematics).
- Master's degree in **either**;
Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Statistics (with focus on Statistical computing), Telecommunication Engineering, Electrical Engineering or Science (with focus on Computer Science, Mathematics).

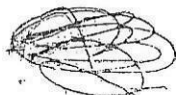


- **Mandatory Professional Qualifications**

ITIL, COBIT ,Prince 2/PMP, System administration (Linux, Windows), Networking (CISCO, Huawei, Juniper), Security (CISM, CISA, Security+, CEH, CISSP), Cybersecurity nexus (CSX-P), Cloud technologies (Amazon, Google, Oracle), Microsoft Technology Professional (MTA), Microsoft Certified Solutions Experts (MCSE), Microsoft Certified Solutions Developer (MCSA), VMware Certified Professional, AWS Certified Solutions Architect, Machine Learning and Analytics Professional Certification, Red Hat Certifications, Global Information Assurance Certifications (GIAC and CompTia+ related certifications).

Key Functions of the Information Technology cadre;

1. Develop Policies, Laws, strategies, Guidelines and Standards on ICT
2. Implement, monitor and evaluate Policies, Laws, Strategies and Guidelines on Logical ICT infrastructure and its support systems.
3. Coordinate the implementation of Laws, strategies, Guidelines and Standards on Data Networks.
4. Provide technical advice and support to Ministries, Departments, Agencies (MDAs), Local Governments (LGs) and other stakeholders in the area of Data Networks.
5. Develop standards and guidelines for Internet Nodes, Hubs & Exchange Points countrywide and ensure compliance.
6. Develop and implement strategic projects aimed at using data networks for socio-economic transformation.
7. Develop standards and guidelines for development and rationalization of Data Centers including Cloud services in Government.
8. Coordinate and provide leadership in international and regional fora, meetings/initiatives/programs/projects regarding ICT.
9. Develop and adopt a National Postcode and Digital Addressing System for Uganda that is logical, unambiguous, reliable, expandable and updatable.



10. Develop strategies aimed at ensuring optimal use of Postal infrastructure and services.
11. Promotion of E-services and emerging technologies across Government.
12. Institutionalization of ICT functions in MDAs/LGs cadres.
13. Enhancement of cyber security, data governance and privacy.
14. Promoting local assembly of ICT devices and sustainable e-Waste management.
15. Provide ICT Capacity Building for cadres across MDAs in government
16. Provide support to Business Process Outsourcing/IT Enabled Services (BPO/ITES) centres across the country.
17. Coordinate the implementation of the innovation fund under the National ICT Initiatives Support Programme (NIISP).
18. Liaise between the Ministry and regional ICT hubs & private hubs and the Uganda Institute of Information and Communication Technology.
19. Support MDAs in as part of the digital transformation agenda to automate services across all sectors in government.



4.0 JOB DESCRIPTIONS

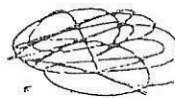
4.1 Commissioner IT

Job Title : **Commissioner IT**
Salary Scale : **U1SE**
Reports to : **Permanent Secretary**
Directly Supervises: **Assistant Commissioner IT**
Job purpose :

To provide strategic leadership and guidance in the management of the IT function.

Key duties and responsibilities:

- i. To coordinate the formulation review and implementation of IT policies, plans, strategies, standards and guidelines.
- ii. To coordinate the development and review of IT legal frameworks.
- iii. To coordinate the planning, development and implementation of IT systems and infrastructure in support of the delivery of the institution's mandate.
- iv. To Lead IT strategic and operational planning to achieve the institutions mandate by fostering innovation, prioritizing use of Government shared IT services, and coordinating the evaluation, deployment, and management of current and future IT systems for the institution.
- v. To Collaborate with all the departments of the institution to develop and maintain IT as a service delivery enabler for the institution.
- vi. To Guide as well as support top management to make sound data- driven decisions.
- vii. To create an IT enabling environment that encourages innovation and risk-taking ensuring proper alignment between the IT department and other department objectives with a performance management culture.
- viii. To coordinate the development and preparation of departmental plans, budgets and reports.



- ix. To coordinate the adoption of E-Government and digitization of business processes in government.
- x. To supervise and appraise staff of the department.

Person Specification:

(a) Academic Qualifications

- i) An honor's Bachelor's degree in either Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Telecommunication Engineering, Electrical Engineering or Science (with focus on Computer Science, Mathematics)
- ii) Master's degree in either: Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Telecom Engineering, Electrical Engineering or Science (with focus on Computer Science, math)
- iii) A professional qualification in **COBIT** (Control Objectives for Information and Related Technology) and **Prince 2/PMP**
- iv) Post graduate diploma in Public Administration or Management from a recognised institution.

(b) Work Experience:

A minimum of 12 (Twelve) years working experience in the IT field, 3 (three) of which should have been served at Assistant Commissioner IT level in Government or a reputable organization.



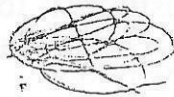
(c) Required Competencies:

(i) Technical

- Policy management
- Planning and budgeting
- Strategic thinking
- Innovativeness
- Data & knowledge management

(ii) Behavioral

- Leadership,
- Communicating Effectively,
- Ethics and Integrity,
- Team Work,
- Problem Solving and
- Decision Making.



4.2 Assistant Commissioner IT

Job Title : Assistant Commissioner IT

Salary Scale: U1SE (Sc)

Reports to : Commissioner IT

Directly Supervises: Principal IT Officer

Job purpose:

To provide technical leadership and guidance in the strategic management of the IT function in the MDA.

Key duties and responsibilities:

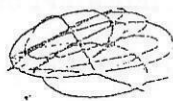
- i. To lead the development, planning and implementation of enterprise IT systems that improve IT cost effectiveness, service quality and business development in support of the delivery of the institution's mandate.
- ii. To lead IT strategic and operational planning to achieve the institutions mandate by fostering innovation, prioritizing use of Government shared IT services, and coordinating the evaluation, deployment, and management of current and future IT systems for the institution.
- iii. To collaborate with all the departments of the institution to develop and maintain IT as a service delivery enabler for the institution.
- iv. To lead the formulation and continuous improvement of IT policies, strategies, and standards in line with national IT related standards, frameworks and guidelines.
- v. To guide and support top management in making sound data-driven decisions.
- vi. To create an IT enabled environment that encourages innovation and risk-taking ensuring proper alignment between the IT department and other department objectives with a performance management culture.
- vii. To guide, support, and coach department's staff that results in higher productivity and career growth.

- viii. Ensure that the institution's IT systems and data are protected in compliance with the National Information Security Framework.
- ix. To coordinate the adoption, of E-Government and digitization of business processes for the institution.
- x. Undertake IT related planning and budgeting activities for the institution.
- xi. Implement change management programs to increase adoption and use of IT.

Person Specification:

(a) Academic Qualifications

- i) Bachelor's degree in either field: Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Statistics (with focus on Statistical computing), Telecom Engineering, Electrical Engineering, Science (with focus on Computer Science, math)
- ii) Master's degree in the following fields: Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Statistics (with focus on Statistical computing), Telecom Engineering, Electrical Engineering, Science (with focus on Computer Science, mathematics)
- iii) A professional qualification in **COBIT** (Control Objectives for Information and Related Technology) and **Prince 2/PMP**.
- iv) Post graduate diploma in Public Administration or Management from a recognised institution.



(b) Work Experience:

A minimum of 9 (nine) years working experience in the IT field, 3 (three) of which should have been served at Principal IT Officer level in Government or an equivalent level from a reputable organization.

(c) Competencies:

(i) Technical

- Policy management
- Planning and budgeting
- Strategic thinking
- Innovativeness
- Data & knowledge management

(ii) Behavioral

- Leadership,
- Communicating Effectively,
- Ethics and Integrity,
- Team Work,
- Problem Solving and
- Decision Making.



4.3 Principal IT Officer

Job Title: Principal IT Officer

Salary Scale: U2

Reports to: Assistant Commissioner IT

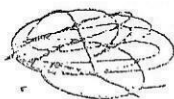
Supervises: Senior IT Officer

Job purpose:

To provide technical assistance and guidance in the strategic management of the IT function in the institution.

Key duties and responsibilities:

- i. To provide technical support for the development, planning and implementation of enterprise IT systems that improve IT cost effectiveness, service quality and business development in support of the delivery of the institution's mandate.
- ii. To provide expertise for IT strategic and operational planning to achieve the institutions mandate by fostering innovation, prioritizing use of Government shared IT services, and coordinating the evaluation, deployment, and management of current and future IT systems for the institution.
- iii. To support collaboration with all the departments of the institution to develop and maintain IT as a service delivery enabler for the institution.
- iv. To provide expertise for the formulation and continuous improvement of IT policies, strategies, and standards in line with national IT related standards, frameworks and guidelines.
- v. Ensure that the institution's IT systems and data are protected in compliance with the National Information Security Framework.
- vi. To coordinates the adoption, of E-Government and digitization of business processes for the institution.



- vii. To provide support for the IT related planning and budgeting activities for the institution.

Person Specification:

(a) Academic Qualifications

- i) Bachelor's degree in either Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Statistics (with focus on Statistical computing), Telecom Engineering, Electrical Engineering, Science (with focus on Computer Science, math).
- ii) Master's degree in either Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Statistics (with focus on Statistical computing), Telecom Engineering, Electrical Engineering, Science (with focus on Computer Science, math).
- iii) A Professional qualification in **either** ITIL, System Administration (Linux, Windows), Networking (CISCO, Huawei, Juniper), Security (CISM, CISA, Security+, CEH, CISSP), Cloud technologies (Amazon, Google, Oracle) **or** any relevant recognized professional qualification.

(b) Work Experience:

A minimum of 6 (six) years working experience in the IT field, 3 (three) of which should have been served at Senior IT Officer Level in Government or a reputable organization.



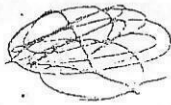
(c) Required Competencies:

(i) Technical

- Planning, Organizing and coordinating,
- Information Communications Technology,
- Human Resource Management,
- Project Management.

(ii) Behavioral

- Leadership,
- Communicating Effectively,
- Ethics and Integrity,
- Team Work,
- Problem Solving and
- Decision Making.



4.4.1 Software Development Function

| | | |
|---------------------|---|---|
| Job Title | : | Senior IT Officer (Software Engineering) |
| Salary Scale | : | U3 |
| Reports to | : | Principal IT Officer |
| Supervises | : | IT Officers |

Job purpose:

To design and develop maintenance of functional programs and applications

Key duties and responsibilities:

- i. To analyze business and user requirements to develop usable software and applications.
- ii. To provide expertise for the development of process flow designs to streamline and automate business processes.
- iii. To design and implement effective measures for application Lifecycle management.
- iv. Ensure the design of creative applications prototypes based on business requirements.
- v. To lead performance, user acceptance unit and integration testing for applications.
- vi. To provide second level support to troubleshoot and debug software related issues and tickets.
- vii. To coordinate software training and support activities.
- viii. To coordinate the maintenance of the institution's website and web-based systems.
- ix. To maintain technical documentation and manuals.
- x. Ensure compliance with national standards, guidelines and best practices applicable to software.
- xi. To provide technical support for data backup and restoration.
- xii. To prepare and submit weekly and monthly software related status reports to the responsible Principal IT Officer.



Person Specification:

(a) Academic Qualifications

- i) Bachelor's degree in either Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Statistics (with focus on Statistical computing), Telecom Engineering, Electrical Engineering, Science (with focus on Computer Science, math)
- ii) A Professional qualification in **either** System Administration (Linux, Windows), Networking (CISCO, Huawei, Juniper), Security (CISM, CISA, Security+, CEH, CISSP), Cloud technologies (Amazon, Google, Oracle), ITIL **or** any other relevant recognized professional qualification.

(b) Work Experience:

A minimum of 3 (three) years working experience at IT Officer Level or equivalent level of experience in Government or reputable organization.

(c) Required Competences:

(i) Technical

- Planning, Organizing and coordinating,
- Information Communications Technology,
- Human Resource Management,
- Records and Information Management

(ii) Behavioral

- Leadership,
- Communicating Effectively,
- Ethics and Integrity,
- Team Work,
- Problem Solving and
- Decision Making.



Job Title: IT Officer (Software Engineering)

Salary Scale: U4

Reports to: Senior IT Officer

Job purpose:

To develop and maintain functional programs and applications

Key duties and responsibilities:

- i. To analyze business and user requirements to develop usable software and applications.
- ii. To develop process flow designs to streamline and automate business processes.
- iii. To design and implement effective measures for application Lifecycle management.
- iv. To design creative applications prototypes based on business requirements.
- v. To carry out performance, user acceptance unit and integration testing for applications.
- vi. To provide first level support to troubleshoot and debug software related issues and tickets.
- vii. To conduct software training and support activities.
- viii. To maintain and optimize the institution's website and web-based systems.
- ix. To maintain technical documentation and manuals.
- x. To provide technical support for data backup and restoration.

Person Specification:

(a) Academic Qualifications

Bachelor's degree in either fields: Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Statistics (with focus on Statistical computing), Telecom Engineering, Electrical Engineering, Science (with focus on Computer Science, math)



(b) Work Experience:

Nil

(c) Required Competences:

(i) Technical

- Information Communications Technology,
- Planning and Organizing,
- Records and Information Management.

(ii) Behavioral

- Communicating Effectively,
- Ethics and Integrity,
- Problem Solving,
- Team Work.



4.4.2 System Administration Function

Job Title : Senior IT Officer (System Administration)

Salary Scale : U3

Reports to : Principal IT Officer

Supervises : IT Officers

Job purpose

To manage the server, IT and network infrastructures in the ministry

Key duties and responsibilities:

- i. To manage the implementation, maintenance and optimization of the institution's IT infrastructure (hardware and software)
- ii. To monitor IT systems and ensure adherence to manufacture's upgrades and releases
- iii. To manage an efficient and effective service desk for the Institution's internal and external users
- iv. Interpret and guide on technical documentation, manuals and IT policies
- v. To prepare and submit periodic IT Infrastructure status reports to authorized centres/ officers
- vi. To monitor compliance with national standards and guidelines applicable to IT Infrastructure.
- vii. To coordinate the implementation of hardware and software related information security alerts and advisories
- viii. To carry out trouble shooting, data backup and restoration.
- ix. To upgrade, install and configure application software and Computer hardware.
- x. To coordinate and supervise the creation and management of System's permission and user accounts.
- xi. Train staff on new technologies, IT systems and applications.



Person Specification:

(a) Academic Qualifications

- i) Bachelor's degree in either Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Statistics (with focus on Statistical computing), Telecom Engineering, Electrical Engineering **or** Science (with focus on Computer Science, Mathematics).
- ii) A Professional qualification in **either** System Administration (Linux, Windows), Networking (CISCO, Huawei, Juniper), Security (CISM, CISA, Security+, CEH, CISSP), Cloud technologies (Amazon, Google, Oracle), ITIL **or** any other relevant recognized professional qualification.

(b) Work Experience:

A minimum of 3 (three) years working experience at the IT Officer Level in Government or an equivalent level from reputable organization.

(c) Required Competences:

(i) Technical

- Planning, Organizing and coordinating,
- Information Communications Technology,
- Human Resource Management,
- Records and Information Management

(ii) Behavioral

- Leadership,
- Communicating Effectively,
- Ethics and Integrity,
- Team Work,
- Problem Solving and
- Decision Making.



Job Title : IT Officer (System Administration)

Salary Scale: U4

Reports to: Senior IT Officer

Job purpose:

To implement and maintain effective administration, management, and support activities associated with the IT infrastructure and related services

Key duties and responsibilities:

- i. To install, maintain and optimize of the institution's IT infrastructure (hardware and software).
- ii. To monitor IT systems and adherence to manufacture upgrades and releases.
- iii. To provide first level service desk for the institution's internal and external users.
- iv. To maintain technical documentation, manuals and IT policies.
- v. Ensure compliance with national standards, guidelines and best practices applicable to IT Infrastructure (hardware and software).
- vi. To implement hardware and software related information security alerts and advisories.
- vii. To implement effective IT Infrastructure and data backup and restoration.
- viii. To create and manage Systems' permissions and user accounts.
- ix. To upgrade, install, troubleshoot and configure application software and Computer hardware.

Person Specification:

(a) Academic Qualifications

Bachelor's degree in either Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Statistics (with focus on Statistical computing), Telecom Engineering, Electrical Engineering or Science (with focus on Computer Science, math)



(b) Work Experience:

Nil

(c) Required Competences:

(i) Technical

- Information Communications Technology
- Planning and Organizing
- Records and Information Management
- Research and analytical skills

(ii) Behavioral

- Communicating Effectively
- Concern for quality and standards
- Problem Solving
- Results oriented
- Time management
- Team Work



4.4.3 Database Administration Function

Job Title : Senior IT Officer (Database Administration)

Salary Scale: U3

Reports to: Principal IT Officer

Supervises: IT Officers

Job purpose:

To design, develop and maintain database management systems

Key duties and responsibilities:

- i. To administer data base objects to achieve optimum utilization.
- ii. To provide expertise in writing and editing queries that read, manipulate and analyze data to support business intelligence.
- iii. Identifying and reporting on performance, integrity and security of the institution's IT database systems.
- iv. Monitoring and upgrade of database management systems in line with manufacture upgrades and releases.
- v. To carry out effective and proactive capacity planning for database management systems.
- vi. To build conceptual designs and models for planned database management systems to address business problems.
- vii. Monitoring usage, transaction volumes, response times and concurrency levels.
- viii. To maintain technical database documentation, including data standards, procedures and definitions.
- ix. To develop and test backup and recovery plans.
- x. To provide proactive and reactive data base management support and training services to users.
- xi. To communicate regularly with technical, applications and operational staff to ensure database integrity and security.
- xii. To prepare and submit periodic IT Infrastructure status reports to authorized centres.

Person Specification:

(a) Academic Qualifications

- i) Bachelor's degree in either Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Statistics (with focus on Statistical computing), Telecom Engineering, Electrical Engineering or Science (with focus on Computer Science, Mathematics).
- ii) A Professional qualification in **either** System Administration (Linux, Windows), Networking (CISCO, Huawei, Juniper), Security (CISM, CISA, Security+, CEH, CISSP), Cloud technologies (Amazon, Google, Oracle), ITIL **or** any other relevant recognized professional qualification.

(b) Work Experience:

A minimum of 3 (three) years working experience at IT Officer Level in Government or an equivalent level from a reputable organization.

(c) Required Competences:

(i) Technical

- Planning, Organizing and coordinating,
- Information Communications Technology,
- Human Resource Management,
- Records and Information Management

(ii) Behavioral

- Leadership,
- Communicating Effectively,
- Ethics and Integrity,
- Team Work,
- Problem Solving and
- Decision Making.



Job Title : IT Officer (Database Administration)

Salary Scale: U4

Reports to: Senior IT Officer

Job purpose:

To implement and maintain effective administration, administration, management, maintenance and support activities associated with the institution's IT database management systems.

Key duties and responsibilities:

- i. To maintain and optimize the institution's IT database management systems.
- ii. To provide technical measures for efficient performance, integrity and security of the institution's IT database systems.
- iii. To Monitor and carryout upgrade of database management systems in line with manufacture upgrades and releases.
- iv. To maintain technical database documentation, including data standards, procedures and definitions.
- v. To implement database management system backup and recovery plans.
- vi. To provide data management support and training to users.

Person Specification:

(a) Academic Qualifications

Bachelor's degree in either fields: Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Statistics (with focus on Statistical computing), Telecom Engineering, Electrical Engineering or Science (with focus on Computer Science, Mathematics)

(b) Work Experience:

Nil



(c) Required Competences:

(i) Technical

- Information Communications Technology,
- Planning and Organizing,
- Records and Information Management.
- Research and analytical skills

(ii) Behavioral

- Communicating Effectively,
- Ethics and Integrity,
- Problem Solving,
- Team Work
- Time management
- Results oriented



4.4.4 Information Security Function

Job Title : Senior IT Officer (Information Security)
Salary Scale : U3
Reports to : Principal IT Officer
Supervises : IT Officers
Job purpose :

To plan and implement policies to protect the institution's computer network and data from various forms of security breaches.

Key duties and responsibilities:

- i. To manage effective and secure implementation, maintenance and optimization of the institution's IT information security.
- ii. To provide second level support for investigating security violations, breaches and other cybersecurity incidents.
- iii. To provide expertise and support for the institution's compliance with the Data Protection and Privacy Act.
- iv. To design and implement an effective vulnerability management program for the institutions.
- v. To provide expertise for the development and implementation of information security plans and solutions for all IT hardware and systems.
- vi. To design and lead internal information security awareness activities.
- vii. To perform risk assessments, audits, and tests to ensure proper functioning of data processing activities and security measures.
- viii. To monitor compliance with the National Information Security Framework
- ix. To communicate regularly with technical, applications and operational staff to ensure effective implementation of information security measures
- x. To prepare and submit periodic information security status reports to the responsible authorities.



Person Specification:

(a) Academic Qualifications

- i) Bachelor's degree in either fields: Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Statistics (with focus on Statistical computing), Telecom Engineering, Electrical Engineering or Science (with focus on Computer Science, Mathematics).
- ii) A Professional qualification in **either** System Administration (Linux, Windows), Networking (CISCO, Huawei, Juniper), Security (CISM, CISA, Security+, CEH, CISSP), Cloud technologies (Amazon, Google, Oracle), ITIL **or** any other relevant recognized professional qualification.

(b) Work Experience:

A minimum of 3 (three) years working experience at IT Officer Level or equivalent level of experience in Government or reputable organization.

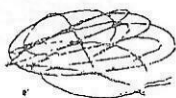
(c) Required Competences:

(i) Technical

- Planning, Organizing and coordinating
- Information Communications Technology
- Human Resource Management
- Records and Information Management

(ii) Behavioral

- Leadership
- Communicating Effectively
- Ethics and Integrity
- Team Work
- Problem Solving and
- Decision Making



Job Title: IT Officer (Information Security)

Salary Scale: U4

Reports to: Senior IT Officer

Job purpose:

To monitor for attacks, intrusions and unusual, unauthorized or illegal activity on the institution's information network and data platforms.

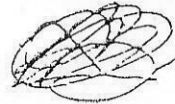
Key duties and responsibilities:

- i. To implement and maintain the institution's IT information security technical measures.
- ii. To provide first level support for investigating security violations, breaches and other cyber security incidents.
- iii. To implement an effective vulnerability management program for the institution.
- iv. To implement information security plans for all IT Soft and hardware systems.
- v. Carryout internal information security awareness activities.
- vi. Carryout risk assessments, audits, and tests to ensure proper functioning of data processing activities and security measures.

Person Specification:

(a) Academic Qualifications

Bachelor's degree in **either**: Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Statistics (with focus on Statistical computing), Telecom Engineering, Electrical Engineering **or** Science (with focus on Computer Science, Mathematics).



(b) Work Experience:

- Nil

(c) Required Competences:

(i) Technical

- Planning, Organizing and coordinating
- Information Communications Technology
- Records and Information Management

(ii) Behavioral

- Leadership
- Communicating Effectively
- Ethics and Integrity
- Team Work
- Problem Solving and
- Decision Making



4.4.5 Network Administration Function

Job Title : Senior IT Officer (Networks)
Salary Scale : U3
Reports to : Principal IT Officer
Supervises : IT Officers

Job purpose :

To design, implement, maintain and optimize the institutional IT network.

Key duties and responsibilities:

- i. To configure and manage Institutional IT network hardware and operating Systems.
- ii. To upgrade, repair and maintain the computer networks.
- iii. To manage the institutional network security solutions.
- iv. To monitor compliance with national standards and guidelines on IT Networks.
- v. To monitor and ensure implementation of IT network related information security alerts and advisories.
- vi. To prepare and submit periodic IT network status reports to the responsible authorities.
- vii. To provide technical support and guidance to network architects in network modelling.
- viii. To supervise and appraise assigned staff.

Person Specification:

(a) Academic Qualifications

- i) Bachelor's degree in **either**: Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Statistics (with focus on Statistical computing), Telecom Engineering, Electrical



Engineering or Science (with focus on Computer Science, Mathematics).

ii) A Professional qualification in **either** System Administration (Linux, Windows), Networking (CISCO, Huawei, Juniper), Security (CISM, CISA, Security+, CEH, CISSP), Cloud technologies (Amazon, Google, Oracle), ITIL or any other relevant recognized professional qualification.

(b) Work Experience:

Must have a minimum of 3 (three) years working experience at IT Officer Level or equivalent level of experience in Government or reputable organization.

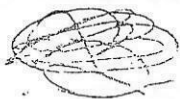
(c) Required Competences:

(i) Technical

- Planning, Organizing and coordinating
- Information Communications Technology
- Human Resource Management
- Records and Information Management

(ii) Behavioral

- Leadership
- Communicating Effectively
- Ethics and Integrity
- Team Work
- Problem Solving and
- Decision Making



Job Title : **IT Officer (Networks)**
Salary Scale : **U4**
Reports to : **Principal IT Officer**
Supervises : **IT Officers**

Job purpose :
To analyze network requirements and set up computer networks in one or across multiple locations in a Ministry or Department.

Key duties and responsibilities:

- i. To install, configure and maintain IT network related equipment and services.
- ii. To provide first level technical support on IT networks maintenance and operations.
- iii. To install, configuration and maintenance of network security solutions including the firewalls and monitoring.
- iv. To collect and analyze data to optimize performance of institution's IT networks.
- v. To enforce compliance with national standards, guidelines and best practices applicable to IT Networks.
- vi. To monitor the network uptime and experience for users.
- vii. To implement IT network related information security alerts and advisories.
- viii. To Set up LAN and WAN networks, as well as Voice Over IP and VTC devices.
- ix. To Monitor and maintain network servers and perform upgrades.
- x. To manage and document network systems, operational procedures and monitor hardware inventory for network.



Person Specification:

(a) Academic Qualifications

Bachelor's degree in either Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Statistics (with focus on Statistical computing), Telecom Engineering, Electrical Engineering or Science (with focus on Computer Science, mathematics)

(b) Work Experience:

Nil

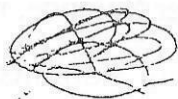
(c) Required Competences:

(i) Technical

- Planning, Organizing and coordinating
- Information Communications Technology
- Records and Information Management

(ii) Behavioral

- Leadership
- Communicating Effectively
- Ethics and Integrity
- Team Work
- Problem Solving and
- Decision Making



4.4.6 IT Project Management Function

Job Title: Senior IT Officer (Project Management)

Salary Scale: U3

Reports to: Principal IT Officer

Supervises: IT Officers

Job purpose:

To lead the planning, organization of IT related projects.

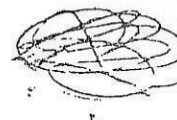
Key duties and responsibilities:

- i. To provide expertise for development of IT project plans, goals and budgets in line with the National IT Project Management Methodology.
- ii. To develop schedules and methods for measuring and reporting on measuring results for IT Projects.
- iii. To establish and implement project communication plans, providing status updates to affected staff and stakeholders.
- iv. To coordinate the rollout of IT enabled services in the institution.
- v. To guide and perform strategic analysis of IT projects.

Person Specification:

(a) Academic Qualifications

- i) Bachelor's degree in either fields: Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Statistics (with focus on Statistical computing), Telecom Engineering, Electrical Engineering, Science (with focus on Computer Science, math).
- ii) A Professional qualification in **either** System Administration (Linux, Windows), Networking (CISCO, Huawei, Juniper), Security (CISM, CISA, Security+, CEH, CISSP), Cloud technologies (Amazon, Google, Oracle), ITIL **or** any other relevant recognized professional qualification.



(b) Work Experience:

Must have a minimum of 3 (three) years working experience at IT Officer Level or equivalent level of experience in Government or reputable organization.

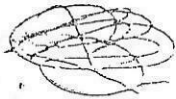
(c) Required Competences:

(i) Technical

- Planning, Organizing and coordinating
- Information Communications Technology
- Human Resource Management
- Records and Information Management

(ii) Behavioral

- Leadership
- Communicating Effectively
- Ethics and Integrity
- Team Work
- Problem Solving and
- Decision Making



Job Title: IT Officer (Project Management)

Salary Scale: U4

Reports to: Senior IT Officer

Job purpose

To establish and manage information technology (IT) projects.

Key duties and responsibilities:

- i. To provide first level technical support for development of IT project plans, goals and budgets in line with the National IT Project Management Methodology.
- ii. To support the development of schedules and methods for measuring and reporting on measuring results for IT Projects.
- iii. Implement project communication plans.
- iv. Coordinate the rollout of IT enabled services in the institution.
- v. Perform strategic analysis of IT projects.
- vi. To verify application results by conducting system audits of technologies implemented.

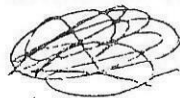
Person Specification:

(a) Academic Qualifications

Bachelor's degree in either Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Statistics (with focus on Statistical computing), Telecom Engineering, Electrical Engineering or Science (with focus on Computer Science, mathematics)

(b) Work Experience:

Nil



(c) Required Competences:

(i) Technical

- Planning, Organizing and coordinating
- Information Communications Technology
- Records and Information Management

(ii) Behavioral

- Leadership
- Communicating Effectively
- Ethics and Integrity
- Team Work
- Problem Solving and
- Decision Making



4.4.7 Data Science Function

Job Title : Senior IT Officer (Data Science)

Salary Scale : U3

Reports to : Principal IT Officer

Supervises : IT Officers

Job purpose :

To develop and maintain effective measures for data organization and analysis to support decision making.

Key duties and responsibilities:

- i. To work closely with the institution's departments to identify issues and use data to propose solutions for effective decision making as per the core service areas of the institution's mandate.
- ii. To design and implement effective use of machine learning tools and Statistical techniques to produce solutions to problems.
- iii. To design and build algorithms and experiments to merge, manage, interrogate and extract data to supply tailored reports to the various institution's departments.
- iv. To maintain collaborative linkages with the core business departments and IT.
- v. To use data driven insights to influence how the institution approaches business and service delivery challenges.
- vi. To discover trends, patterns and combine various algorithms and modules.
- vii. To create comprehensive analytical solutions from data gathering to display and assist in the construction of data engineering pipelines.



Person Specification:

(a) Academic Qualifications

- i) An honor's Bachelor's degree in either Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Statistics (with focus on Statistical computing), Telecom Engineering, Electrical Engineering or Science (with focus on Computer Science, mathematics)
- ii) A Professional qualification in **either** System Administration (Linux, Windows), Networking (CISCO, Huawei, Juniper), Security (CISM, CISA, Security+, CEH, CISSP), Cloud technologies (Amazon, Google, Oracle), ITIL **or** any other relevant recognized professional qualification.

(b) Work Experience:

A minimum of 3 (three) years working experience at the IT Officer Level in Government or an equivalent level from a reputable organization.

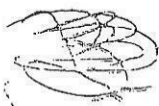
(c) Required Competences:

(i) Technical

- Planning, Organizing and coordinating
- Information Communications Technology
- Human Resource Management
- Records and Information Management

(ii) Behavioral

- Leadership
- Communicating Effectively
- Ethics and Integrity
- Team Work
- Problem Solving and
- Decision Making



Job Title: IT Officer (Data Science)

Salary Scale: U4

Reports to: Senior IT Officer

Job purpose:

To design, develop and maintain functional programs and applications

Key duties and responsibilities:

- i. To implement effective use of machine learning tools and Statistical techniques to produce solutions to problems.
- ii. To build algorithms and experiments to merge, manage, interrogate and extract data to supply tailored reports to the various institution's departments.
- iii. To use data driven insights to influence how the institution approaches business and service delivery challenges.
- iv. To architect, implement, and monitor data pipelines, as well as conduct knowledge sharing sessions with peers to ensure effective data use.
- v. To present information using data visualization techniques.
- vi. To identify valuable data sources and automate collection processes.
- vii. To build predictive models and machine-learning algorithms.
- viii. To combine models through ensemble modeling.

Person Specification:

(a) Academic Qualifications

An honor's Bachelor's degree in either Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Statistics (with focus on Statistical computing), Telecom Engineering, Electrical Engineering or Science (with focus on Computer Science, mathematics).

(b) Work Experience:

Nil

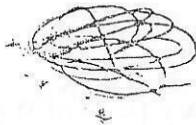
(c) Competences:

(i) Technical

- Planning, Organizing and coordinating
- Information Communications Technology
- Records and Information Management

(ii) Behavioral

- Leadership
- Communicating Effectively
- Ethics and Integrity
- Team Work
- Problem Solving and
- Decision Making



Job Title: IT Officer (Application Architect)

Salary Scale: U4

Reports to: Senior IT Officer

Job purpose:

To develop and maintain effective measures to quantify and document initiatives to improve and automate the institution's processes, systems and applications

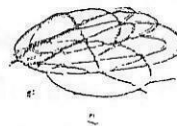
Key duties and responsibilities:

- i. To define application, system, and technical architectures for significant areas of development.
- ii. To provide first level technical support to business units in the development of business cases for new e-government solutions.
- iii. To review, analyze and evaluate business systems and user needs to design, document and maintain system processes.
- iv. To document business requirements, business models and workflows, define scope, objectives.
- v. To track both CAPEX and OPEX aspects of key portfolio projects.

Person Specification:

(a) Academic Qualifications

An honor's Bachelor's degree in either Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Statistics (with focus on Statistical computing), Telecom Engineering, Electrical Engineering or Science (with focus on Computer Science, mathematics)



(b) Experience:

Nil

(c) Required Competences:

(i) Technical

- Planning, Organizing and coordinating
- Information Communications Technology
- Records and Information Management

(ii) Behavioral

- Leadership
- Communicating Effectively
- Ethics and Integrity
- Team Work
- Problem Solving and
- Decision Making

