



Job Title	IT Certification Officer
Directorate	Directorate of Regulation and Legal Services
Department	Regulation and Compliance
Reporting to	IT Certification Supervisor
Salary Grade	N5
Jobs that report to this role	None
Job Purpose	
<p>The IT Certification Officer will be responsible for conducting programmes for the promotion of IT Certification and supporting the implementation of a complaints management procedure in liaison with the NITA-U IT Service Desk.</p>	
Key Accountabilities	
<ul style="list-style-type: none"> • Implement and enforce the Regulations, Standard Operating Procedures, Policies and processes for IT Certification • Conduct Conformity Certification Audits and Surveillance Audits as per applicable Regulations and Standards. • Plan, schedule, conduct and report on IT Certification Audits and Surveillance for Certified entities and individuals. • Follow up on corrective and preventive action to close non-conformities identified and raised during Audits and Surveillance • Handle complaints and appeals in liaison with the NITA-U Service Desk in accordance with set standards • Support the conduct of training and awareness related to IT Certification. • Provide periodic reports on the implementation of IT Certification in the country. • Manage the relationship with stakeholders on IT Certification. • Provide administrative support on the IT Certification function 	
Position Requirements	



<p>Education (Level of Education and Qualifications)</p> <ul style="list-style-type: none"> • A minimum of a Bachelor’s Degree in Computer Science, Information Technology, Information Systems, Telecommunications Engineering or a closely related field; • Professional certifications such as ISO 20000, ISO 9001, ISO 27001, ITIL is a requirement.
<p>Experience (Specific type of experience required)</p> <ul style="list-style-type: none"> • A minimum of three (3) years working experience in compliance, auditing, inspection, certification or quality assurance in a reputable Public or Private Organization; • Ability to analyze and interpret data, laws, standards and regulations
<p>Technical Expertise (Job specific competencies, experience and skills)</p> <ul style="list-style-type: none"> • Excellent planning and communication skills (Oral, Written, Presentation); • Strong analytical skills to interpret research data for reports and apply mathematic techniques in practical situations;
<p>Nature and Scope</p>
<p>Interpersonal Skills</p> <ul style="list-style-type: none"> • Strong Interpersonal and relationship management skills; • Ability to communicate effectively with stakeholders; • Ability to work as part of a team;
<p>Level of responsibility</p> <p>No direct supervision of staff.</p>