



Republic of Uganda

Ministry of Public Service

Job Descriptions and Person Specifications for Information and Communication Technology (ICT) Officers and Communication Officers

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Ministry of Public service

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Job Title : **Commissioner – ICT**
Salary Scale : **U1SE**
Reports to : **Permanent Secretary**
Supervises : **Assistant Commissioner – ICT**

Job purpose

To provide overall leadership, technical guidance, development and implementation of information and communication systems, policies, and regulations

Key Functions:

1. Providing effective leadership to ICT function
2. Overseeing the overall ICT systems at the Ministry and Coordinating the operations of the ICT Department
3. Advising the Ministry on ICT Policy, strategy, Procedures and other ICT related issues
4. Chairing regular Departmental meetings to review progress, examining performance problems, identifying alternative solutions and setting new targets
5. Overseeing the Preparation and approval of technical initiatives of Ministry operations
6. Coordinating proper execution of hardware and software by the outside contractors and ensuring proper functioning and maintenance of ICT equipment.
7. Representing the Ministry in Uganda government and non-government committees on ICT issues and its application
8. Overseeing harmonized approach in the development and implementation of Information and communication systems
9. Supervising and appraising departmental staff

Person Specification

Qualification

- An Honors Bachelor Degree in Information Technology or Management Information Systems, Computer Science, or Statistics/Mathematics (computer science option) or Business Computing from a recognized University/Institution
- Possession of a master's degree in any of the above or relevant fields from a recognized University/Institution is a must.
- Post Graduate Diploma in Management field from a recognized University/Institution is an added advantage.

Experience

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

Competences

Technical Competences

- Information Communication Technology
- Management of organizational environment
- Planning, Organizing and coordinating
- Good understanding of international protocols and conventions

Behavioral competences

- Innovativeness
- Teamwork, leadership and Networking
- Concern for quality standards
- Accountability

- Knowledge management
- Communicating effective

Job Title : ASSISTANT COMMISSIONER (Infrastructure and Networks)
Salary Scale : U1E
Reports to : COMMISSIONER FOR ICT
Supervises : PRINCIPAL ICT OFFICER – Network Administrator

Job Purpose

To provide technical guidance/ expertise on all matters of infrastructure and networks within the organization

Key Functions:

1. Guiding the functions of ICT services and End User support
2. Guiding the development of ICT security policies and oversee the implementation of efforts aimed at keeping ICT security up to standard
3. Preparing and oversee service level agreements with contractors
4. Monitoring the growth of LANs and WANs within Ministry departments for wider ICT linkages
5. Generating both periodic and ad hoc reports on ICT services
6. Formulating and reviewing information technology standards of operational hardware and software
7. Identifying areas of ICT development and offer advice accordingly
8. Developing a Security office mission and mandate

Person Specification

Qualification:

1. An Honors Bachelor Degree in Information Technology or Management Information Systems, Computer Science, or

Statistics/Mathematics (computer science option) or Business Computing from a recognized University/Institution

2. Possession of a Master's degree in any of the above or relevant fields from a recognized University/Institution
3. Post graduate diploma in a management field is an added advantage

Experience

Must have a minimum of (09) years working experience, three (3) of which should have been served at the level of Principal ICT Officer or equivalent level of experience in Government or reputable organization.

Competences

Technical Competences

- Information Communication Technology
- Management of organizational environment
- Planning, Organizing and coordinating
- Good understanding of international protocols and conventions

Behavioral competences

- Innovativeness
- Teamwork leadership and Networking
- Concern for quality standards
- Accountability
- Knowledge management
- Communicating effectively

Job Title : ASST. COMMISSIONER – (DATA/INFORMATION MGT SERVICES)
Salary Scale : U1E
Reports to : COMMISSIONER FOR ICT
Supervises : PRINCIPAL ICT OFFICER – DATA/INFORMATION MGT SERVICES

Job purpose

To provide the technical guidance/expertise in all matters of Data/Information Management Services in the institution

Key Functions:

1. Reviewing existing systems with a view of Preparing specifications for application systems to meet business requirements
2. Controlling Data Management services
3. Formulating and reviewing information management standards and policies
4. Providing technical advice and support in the area of information management services
5. Facilitating the development of strategic interventions necessary for information management services
6. Establishing a mechanism to promote collaboration between various stakeholders
7. Develop a Security office mission and mandate

Person Specification

Qualifications

- An honors bachelor Degree in Information Technology or Management Information Systems, Computer Science, or Statistics/Mathematics (computer science option) or Business Computing from a recognized University/Institution
- Possession of a master's degree in any of the above or relevant fields from a recognized University/Institution
- Post graduate diploma in management field

Experience

Must have a minimum of (09) years working experience, three (3) of which should have been served at the level of Principal ICT Officer or equivalent level of experience in Government or reputable organization.

Competences

Technical Competences

- Information Communication Technology
- Management of organizational environment
- Planning, Organizing and coordinating
- Good understanding of international protocols and conventions

Behavioral competences

- Innovativeness
- Teamwork leadership and Networking
- Concern for quality standards
- Accountability

- Knowledge management
- Communicating effective
- Flexibility

Job Title : PRINCIPAL ICT OFFICER – Network Administrator

Salary Scale : U2

Reports to : Assistant Commissioner (Infrastructure and Networks)

Supervises : Senior ICT Officer –Networks

Job purpose

To maintain an effective operation of the networks.

Key Function

1. Managing and maintenance of LAN and WAN systems in accordance with industry standards.
2. Providing routine support to Ministry staff on LAN, WAN and other ICT issues
3. Conducting and organizing staff development training in order to ensure optimum use of the available ICT infrastructure
4. Coordinating the acquisition and use of appropriate technologies to support Ministry/institution programme needs
5. Monitoring the use of internal data and voice communication facilities (equipment and software)
6. Proposing, specify and implement improvements of the network facilities

Person Specification

Qualification:

- Honors Degree in Computer Science or Information Technology and computing or Computer Information Systems and Administration or

Business Information Systems, Business Computing, System Administration or Software Engineering System Design and Analysis.

- Post Graduate Diploma in related field
- CISCO Certified Network Administration (CCNA), Oracle Certified Professional (OCP), Microsoft Certified Systems Engineering (MCSE), Microsoft System Development (MSD) and Oracle Certified Development (OCD), Information Security and Audit (ISACA) Certification among other.

Experience

Must have a minimum of (06) years working experience, three (3) of which should have been served at the level of Senior ICT Officer or equivalent level of experience in Government or reputable organization.

Competences

Technical Competences

- Information Communication Technology
- Management of organizational environment
- Planning, Organizing and coordinating
- Good understanding of international protocols and conventions

Behavioral competences

- Innovativeness
- Teamwork leadership and Networking
- Concern for quality standards
- Accountability
- Knowledge management
- Communicating effective
- Flexibility

Job Title : **PRINCIPAL ICT OFFICER – System Analyst**
Salary Scale : **U2**
Reports to : **Assistant Commissioner (Infrastructure and Networks)**
Supervises : **Senior ICT Officer –System Analyst**

Job purpose

To maintain a logbook of relevant information about workstations, servers, data communication equipment, I/O peripherals and software characteristics.

Key function

1. Monitoring daily functional operation and maintenance of the ICT infrastructure (Hardware and Software) including the LAN/WAN and its peripherals and advise management on ICT application issues
2. Controlling user access to the LAN and ICT Resources like Network printers etc. at the Ministry
3. Monitoring adherence to ICT policies by user departments
4. Preparing specifications of ICT Software and Hardware to be procured
5. Participating in technical and management committees.
6. Strengthening and increasing the application of ICT for the benefit of the Ministry/institution

Person Specification

Qualification:

- An honors bachelor Degree in Information Technology or Management Information Systems, Computer Science, or Statistics/Mathematics (computer science option) or Business Computing from a recognized University/Institution

- Post Graduate Diploma in any of the above fields

Experience

Must have a minimum of (06) years working experience, three (3) of which should have been served at the level of Senior ICT Officer or equivalent level of experience in Government or reputable organization.

Competences

Technical Competences

- Information Communication Technology
- Management of organizational environment
- Planning, Organizing and coordinating
- Good understanding of international protocols and conventions

Behavioral competences

- Innovativeness
- Teamwork leadership and Networking
- Concern for quality standards
- Accountability
- Knowledge management
- Communicating effective
- Flexibility

Job Title : **PRINCIPAL ICT OFFICER – IMS**
Salary Scale : **U2**
Reports to : **Assistant Commissioner Data and IMS**
Supervises : **Senior ICT Officer/ IMS**

Job purpose.

To maintain and regularly update the accuracy and integrity of the data.

Key functions

1. Providing for efficient database design and database implementation
2. Maintaining central database structures and administering access rights
3. Advising on the use of centralized and distributed databases
4. Maintaining the integrity and protection of Database systems
5. Providing technical guidelines and assistance to staff and other stakeholders on Database matters
6. Testing potential Software and advise on its application Person Specification

Qualification:

- An Honours Bachelor’s Degree in Information Technology or Library or Bachelor of Science Information Science/System or statistics, Mathematics/Physics/Electrical/Electronic from recognized University/Institution.
- A post Graduate Diploma in Information Technology or Computer Science or related field from recognized University/Institution

Experience

Must have a minimum of (06) years working experience, three (3) of which should have been served at the level of Senior ICT Officer or equivalent level of experience in Government or reputable organization.

Competences

Technical Competences

- Information Communication Technology
- Management of organizational environment
- Planning, Organizing and coordinating
- Good understanding of international protocols and conventions

Behavioral competences

- Innovativeness
- Teamwork leadership and Networking
- Concern for quality standards
- Accountability
- Knowledge management
- Communicating effective
- Flexibility

Job Title : **Senior ICT Officer – Systems Administrator**

Salary Scale : **U3**

Reports to : **PRINCIPAL ICT OFFICER – System Analyst**

Supervises : **IT Officer (System Administrator)**

Job purpose

To provide technical support in the maintenance and updating of system networks.

Key functions

1. Advising on identification, authentication, and access control for network users to support Confidentiality and integrity of the network Resources
2. Designing in firewall configuration, crypto practices and intrusion detection activities
3. Handling divisional service requests and take part in recovery and restoration of a system to a “correct” state after a security incident
4. Maintaining network components (Hardware and Software) at Division Level and monitors incident details, including the configuration items affected
5. Documenting the resolution and recovery of assigned incidents and acts as

Qualification:

- An Honours Bachelor’s Degree in Information Technology or Library or Bachelor of Science Information Science/System or statistics, Mathematics/Physics/Electrical/Electronic from recognized University/Institution.

Experience

Must have a minimum of (03) years working experience at the level of Senior ICT Officer or equivalent level of experience in Government or reputable organization.

Competences

Technical Competences

- Information Communication Technology
- Management of organizational environment
- Planning, Organizing and coordinating
- Good understanding of international protocols and conventions

Behavioral competences

- Innovativeness
- Teamwork leadership and Networking
- Concern for quality standards
- Accountability
- Knowledge management
- Communicating effective
- Flexibility

Job Title : Senior ICT Officer – IT Security
Salary Scale : U3
Reports to : PRINCIPAL ICT OFFICER – System Analyst
Directly controls : IT Officer (Security)

Job purpose

To provide technical and tactical support for efficient security network systems.

Key Function

1. Monitoring IT security office mission and Mandate
2. Supporting security policy development and management
3. Spearheading security training and awareness development
4. Supervising or management of ethical hackers
5. Facilitating the collection of security metrics
6. Undertaking risk and control assessment of the information assets of the institution

Qualifications

- An Honours Bachelor's Degree in Information Technology or Library or Bachelor of Science Information Science/System or statistics, Mathematics/Physics/Electrical/Electronic from recognized University/Institution.
- A post Graduate Diploma in relevant field from recognized University/Institution

Competences

Technical Competences

- Information Communication Technology
- Management of organizational environment

- Planning, Organizing and coordinating
- Good understanding of international protocols and conventions

Behavioral competences

- Innovativeness
- Teamwork leadership and Networking
- Concern for quality standards
- Accountability
- Knowledge management
- Communicating effective
- Flexibility

Job Title : **IT Officers- Information Technology Security**

Salary Scale : **U4**

Reports to : **Senior ICT Officer – IT Security**

Job purpose

To provide technical and tactical support for efficient security network systems.

Key function:

1. Conducting periodic vulnerability assessment and managing threats to ICT assets
2. Analysing the logs of various systems for initiating preventive mechanisms
3. Monitoring adherence to information security policies and standards.
4. Providing solutions to information security incidents and manage IT business continuity
5. Providing information security consultancy to the institution
6. Documenting and reporting information on security incidents.
7. Facilitate compliance monitoring

Qualification:

An Honours Bachelor's Degree in Information Technology or Information Science/System or Library or Information Science or Science in statistics, Mathematics/Physics/Electrical/Electronic from recognized University/Institution

Competences

Technical Competences

- Information Communication Technology
- Planning, Organizing and coordinating

- Good understanding of international protocols and conventions

Behavioral competences

- Innovativeness
- Teamwork and Networking
- Concern for quality standards
- Accountability
- Knowledge management
- Communicating effectively
- Flexibility

Job Title : Senior IT Officer (System Administration)

Salary Scale : U3

Reports to : PRINCIPAL ICT OFFICER – System Analyst

Directly controls: IT Officer (Security)

Job purpose

To operate and manage the ICT systems of the institution

Key functions

1. Managing the integrity of system resources
2. Adding and deleting users' equipment and partitioning disks
3. Maintaining the file system integrity and providing user guidance.
4. Supervising System Administrators
5. Upgrades of systems and related operating system issues

Qualification:

An Honours Bachelor's Degree in Information Technology or Information Science/System or Library or Information Science or Science in statistics, Mathematics/Physics/Electrical/Electronic from recognized University/Institution

Competences

Technical Competences

- Information Communication Technology
- Planning, Organizing and coordinating
- Good understanding of international protocols and conventions

Behavioral competences

- Innovativeness

- Teamwork and Networking
- Concern for quality standards
- Accountability
- Knowledge management
- Communicating effective
- Flexibility

Job Title : IT Officer (System Administration)

Salary Scale : U4

Reports to : Senior ICT Officer – (System Administration)

Job purpose

To design, test, implement and support the Operating Systems

Key function

1. Maintaining the operation health and stability of the infrastructure
2. Maintaining and support Active Directory, Exchange and any other servers.
3. Monitor and mitigating risk and proactively provide solutions, including the risk and benefit analysis.
4. Providing backup and restore all or parts of the system and monitoring system performance.
5. Configuring Network User Resources and establish and maintain network connectivity.
6. Carrying out startup and shutdown procedures
7. Demonstrating and sharing domain expertise to the institution
8. Identifying gaps in current processes, update and maintain the process documentation.
9. Administering user accounts, permissions, access rights providing on-call support to end-users;

Qualification:

- An Honors Bachelor's Degree in Information Technology or Information Science/System, or Library or Information Science/
Bachelor of Science in statistics,

Mathematics/Physics/Electrical/Electronic from recognized University/Institution.

Competences

Technical Competences

- Information Communication Technology
- Planning, Organizing and coordinating
- Good understanding of international protocols and conventions

Behavioral competences

- Innovativeness
- Teamwork and Networking
- Concern for quality standards
- Accountability
- Knowledge management
- Communicating effective
- Flexibility

Job Title : ICT Officer/Webmaster

Salary Scale : U4

Reports to : Senior ICT Officer – IT Security

Job purpose:

To designing and managing the institution website.

Key functions:

1. Designing the website for the Ministry
2. Coordinating other Web Administrators
3. Configuring administering and maintaining the E-mail system ensuring a high availability environment;
4. Maintaining the Ministry web site and security for the site
5. Recommending and integrating web technology into the computing environment,
6. Following-up and Implements policies, procedures and plans for e-mail based on the legal framework and industry best practices
7. Configuring and administering institution e-mail system
8. Performing e-mail system backups and recovery;
9. Maintaining detailed technical infrastructure in areas such as:
 - a. domain name registration,
 - b. installation of web servers,
 - c. performance monitoring,
 - d. Implementation of scripts and interfaces, including security features.
10. Facilitating the specifying of firewalls,

Qualification:

- An Honours Bachelor's Degree in Information Technology or Information Science/System or Library or Information Science/Bachelor of Science in statistics, Mathematics/Physics/Electrical/Electronic from recognized University/Institution.

Competences

Technical Competences

- Information Communication Technology
- Planning, Organizing and coordinating
- Good understanding of international protocols and conventions

Behavioral competences

- Innovativeness
- Teamwork and Networking
- Concern for quality standards
- Accountability
- Knowledge management
- Communicating effective
- Flexibility

Job Title : Senior IT Officer - Database Administration
Salary Scale : U3
Reports to : Principal ICT OFFICER
Supervises : IT Officer (Database)

Job purpose

To create and manage the Database Systems of the Institution.

Key functions

1. Establishing and maintaining sound backup and recovery policies and procedures.
2. Creating physical database storage structures after developers have designed an application.
3. Administering database-management software and related utilities
4. Installing, configuring, and upgrading database software and related products
5. Configuration, backup and recovery of databases
6. Logging Technical Action reports (TARs) and applying patches.
7. Monitoring and optimizing the performance of the database.
8. Setting guidelines and procedures to determine Full Versus Incremental Image Copy Backups.

Qualification:

An Honours Bachelor's Degree in Information Technology or Information Science/System Library or Information Science or Bachelor of Science in statistics, Mathematics/Physics/Electrical/Electronics from recognized University/Institution.

Competences

Technical Competences

- Information Communication Technology
- Planning, Organizing and coordinating

Behavioral competences

- Innovativeness
- Teamwork and Networking
- Concern for quality standards
- Accountability
- Knowledge management
- Communicating effective
- Flexibility

Job Title : IT Officer - Systems / Maintenance Officers

Salary Scale : U4

Reports to : Senior ICT Officer –Maintenance

Job purpose

To troubleshoot and maintain the system hardware and software

Key Functions

1. Documenting all procedures related to systems support responsibilities
2. Facilitating the development of end-user support procedures.
3. Providing ad-hoc and formal application training and support.
4. Creating documentation on the current configuration of user host machines.
5. Providing support for other Systems as required by Management
6. Performing routine audits of systems and software.
7. Applying operating system updates, patches, and configuration changes.
8. Installing and configuring new hardware and software

Qualifications

An Honours Bachelor's Degree in Information Technology or Information Science/System or Library or Information Science/ Bachelor of Science in statistics, Mathematics/Physics/Electrical/Electronics from recognized University/Institution.

Competences

Technical Competences

- Information Communication Technology
- Planning and coordinating

Behavioral competences

- Innovativeness
- Teamwork and Networking
- Concern for quality standards
- Accountability
- Knowledge management
- Communicating effectively
- Flexibility

Job Title : **Senior ICT Officer - Systems Analysis**
Salary Scale : **U3**
Reports to : **PRINCIPAL ICT OFFICER – System Analyst**
Supervises : **IT Officer (Security)**

Job Purpose

To design and develop custom applications, interfaces and reports

Key function:-

1. carrying out regular systems studies with a view of improving on organizational efficiency
2. Configuring of Applications users, responsibilities and security
3. Providing guidance and leadership to software engineers/Programmers
4. Maintaining applications functional Security
5. Managing and administering programs
6. Generating and compiling reports in regard to system change requirements and best practice procedures and ensuring Quality assurance.
7. Performing systems analysis, design, and implementation-assistance for development and enhancement.

Qualification:

- An Honours Bachelor's Degree in Information Technology or Information Science/System or Library or Information Science/ Bachelor of Science in statistics, Mathematics/Physics/Electrical/Electronic from recognized University/Institution.

Competences

Technical Competences

- Information Communication Technology
- Planning, Organizing and coordinating

Behavioral competences

- Innovativeness
- Teamwork and Networking
- Concern for quality standards
- Accountability
- Knowledge management
- Communicating effective
- Flexibility

Job Title : ICTO/ Programmer
Salary Scale : U4
Reports to : Senior ICT Officer –Maintenance

Job purpose:

To analyze, design, develop, and maintain all custom software

Key function

1. Implementing data conversions
2. Developing new workflows, modifying existing ones and development of Portal solutions for the client's intranet and extranet.
3. Developing, testing, implementing, and maintaining custom software and system
4. Providing software analysis, detail design specifications,
5. Supporting for the custom intranet/web- based applications.
6. Participation through all aspects of the Software Development Life Cycle, Testing of programs and quality control before deployment and as well creation of user guides for new features.
7. Implementing data conversions including functional and technical design and documentation, also responsible for
8. Configuring profile Options

Qualifications

- An Honours Bachelor's Degree in Information Technology or Information Science/System Library or Information Science/ Bachelor of Science in statistics, Mathematics/Physics/Electrical/Electronic from recognized University/Institution.

Competences

Technical Competences

- Information Communication Technology
- Planning, Organizing and coordinating
- Good understanding of international protocols and conventions

Behavioral competences

- Innovativeness
- Teamwork and Networking
- Concern for quality standards
- Accountability
- Knowledge management
- Communicating effective
- Flexibility

Job Title : IT OFFICER – DBA
Salary Scale : U4
Reports to : Senior ICT Officer –Database

Job Purpose

To maintain management of the Database Systems of the Institution.

Key function

1. Maintain data standards, including adherence to the Data Protection Act
2. Writing database documentation, including data standards, procedures and definitions for the data dictionary ('metadata').
3. Monitoring database performance, tuning, and problem resolution
4. Reorganizing database structures as needed and initiate vendor support
5. Attending to users' access requirements and resolving their problems
6. Developing and applying procedures relating to database and application security
7. Monitoring and running end of day operations.
8. Providing assistance in database design, and standards and recommend optimal design criteria.

Qualification:

An Honours Bachelor's Degree in Information Technology or Information Science/System or Library or Information Science/ Bachelor of Science in statistics, Mathematics/Physics/Electrical/Electronic from recognized University/Institution.

Competences

Technical Competences

- Information Communication Technology
- Planning, Organizing and coordinating
- Good understanding of international protocols and conventions

Behavioral competences

- Innovativeness
- Teamwork and Networking
- Concern for quality standards
- Accountability
- Knowledge management
- Communicating effective

Job Title : IT OFFICER- NETWORKS
Salary Scale : U4
Reports to : Senior ICT Officer –Networks

Job purpose

To prepare system network connections in the Institution

Key functions

1. Preparing charts and diagrams to explain Network operation and to train LAN & WAN users in proper use of the Network
2. Surveying performance needs and goals of LAN & WAN users
3. Monitoring bandwidth usage, analyze traffic patterns and volumes, and determine impact/implications of issues.
4. Analyzing work load, including traffic and utilization trends.
5. Produce timely user notification of maintenance requirements and effects on system availability.
6. Preparing checklists and processes for LAN & WAN help desk issue resolution.
7. Diagnosing and resolve hardware failures, network operating system problems and other LAN/WAN related malfunctions.
8. Monitor and Run End of Day operations.

Qualification:

An Honours Bachelor's Degree in Information Technology or Information Science/System, or Library or Information Science/ Bachelor of Science in statistics, Mathematics/Physics/Electrical/Electronic from recognized University/Institution.

Competences

Technical Competences

- Information Communication Technology
- Planning, Organizing and coordinating
- Good understanding of international protocols and conventions

Behavioral competences

- Innovativeness
- Teamwork and Networking
- Concern for quality standards
- Accountability
- Knowledge management
- Communicating effective

Job Title : **Principal Communication Officer**
Salary Scale : **U2**
Reports to : **Permanent Secretary/Chief Administrative Officer**
Supervises : **Senior Communication Officer**
Job Purpose

To provide technical leadership, develop and implement information management systems in the Institution

Key Functions

- i. Developing and implementing of communication strategies for the Institution.
- ii. Advising the management team on communication issues and strategies in the institution.
- iii. Planning and supervising implementation of public relations programmes for the Institution.
- iv. Responding to enquiries from the public and other stakeholders;
- v. Editing, producing and disseminating visual, audio and electronic materials (newsletters and brochures etc.) for raising awareness of the Institution;
- vi. Representing the Institution in public dialogue sessions;
- vii. Carrying out risk assessments and implement crisis management plans to ensure the Institution's reputation is maintained; and
- viii. Preparing and submitting work plans, budgets and performance reports for the Unit to relevant authorities

Person Specification

a. Qualifications

An Honors Bachelor degree in Mass Communication, journalism and information science from a recognized University or reputable organization.

Post graduate qualification in the above fields.

b. Experience

At least (06 years) working experience three of which should have been at senior level in government or a reputable organization.

c. Required Competencies

- Accountability;
- Concern for quality and standards;
- Ethics and integrity;
- Networking;
- Teamwork;
- Computer literacy;
- Written and oral communication skills
- Analytical skills
- Time management
- Records and Information management

Job Title : **Senior Communication Officer**
Salary Scale : **U3**
Reports to : **Principal communication Officer**
Supervises : **Communication Officer**

Job Purpose

To provide technical support in the development and implementation of communication systems in the Institution.

Key Functions

- i. Planning and under take public relations programmes for the Institution;
- ii. Responding to enquiries from the public and other stakeholders.
- iii. Developing and disseminating materials (newsletters and brochures) for raising awareness about the Institution;
- iv. Representing the Institution in public dialogue sessions;
- v. Organizing interviews with stake holders and distribute media press releases;
- vi. Conducting internal communication, customer care and public relations.
- vii. Drafting and submitting work plans, budgets and performance reports for the Unit to relevant authorities.
- viii. Supervising and appraising staff.

Person/Job Specification

a. Qualifications

1. An Honors Bachelor degree in Mass Communication, journalism, information science from a recognized University or reputable organization.

b. Experience

At least 03 years of working experience 3 of which should have worked as an officer

c. Required Competencies

- Accountability;
- Concern for quality and standards;
- Ethics and integrity;

- Networking;
- Teamwork;
- Computer literacy;
- Written and oral communication skills
- Analytical skills
- Time management
- Records and information management

Job Title : **Communication Officer**
Salary Scale : **U4**
Reports to : **Senior Communication Officer**

Job Purpose

To support the collection and dissemination of information in the Institution.

Key Functions

- i. Reviewing of media and picking out areas of concern to the Institution
- ii. implementing public relations programmes for the Institution;
- iii. Drafting and submitting responses to public enquiries.
- iv. Disseminating materials (newsletters and brochures) for raising awareness about the Institution.
- v. Providing support in internal communication and customer care.
- vi. Maintains a depository of records on press releases and other relevant communication materials relating to the Institution.

Person/Job Specification

a. Qualifications

A Bachelor's degree in Mass Communication, journalism and information science from a reputable University.

b. Required Competencies

- Concern for quality and standards;
- Ethics and integrity;
- Teamwork;
- Computer literacy;
- Written and oral communication skills
- Time management
- Records and information management