

# Job Description for **IT & DATABASE MANAGER**, The EiE Project Ltd/Gte (aka Enough is Enough Nigeria)

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## **About Enough is Enough Nigeria (EiE)**

EnoughisEnough Nigeria (EiE) is a network of individuals and organizations committed to instituting a culture of good governance and public accountability in Nigeria through active citizenship. We are non-partisan and believe in the power of young people to change Nigeria's destiny.

## **Job Title**

IT & Database Manager, EiE

## **Period & Mode of Engagement**

Full time

## **Primary Job Location**

Lagos, Nigeria

## **Purpose**

1. Lead the development, management & maintenance of EiE's primary website and project websites.
2. Develop and monitor ongoing web based media campaigns.
3. Manage EiE's IT assets (online & offline) e.g hardware, software, websites etc.

## **Primary Responsibilities**

### **1) Asset Management, Software and Hardware Infrastructure Maintenance – Basic Level**

- Plan, implement, administer and maintain all EiE's IT infrastructure at scheduled periods e.g. additions, deletions, major modifications, updates, upgrades, subscriptions, renewals, set-up, configuration, back-ups and scanning.
- Oversee the administration of EiE's local, wide and wireless networks (LAN, WAN and WLAN).
- Oversee the administration and maintenance of computer stations and software for company training programs and develop do-it-yourself tips/steps on day to day IT related matters.
- Responsible for troubleshooting, systems backups, archiving, and disaster recovery and provides expert support when necessary.
- Work with team to help implement EiE's IT related projects e.g application development, SaaS, work tools, social media campaigns, web and SMS driven platforms, etc.
- Review and make informed decisions in recommending the purchase of hardware, software and other IT supplies.



## **2) Web and Email Administration – Advanced Level**

- Review, upgrade and ongoing development of the EiE website.
- Increase the EiE's and other EiE projects site's search engine optimization and ranking through search engine ranking, meta descriptions and site sharing.
- Establish online marketing initiatives to increase site traffic (registration with other election related sites, sharing of news and blogs with other sites, engaging with other common-interest sites).
- Design web pages including graphics, visuals, video and functionality in conjunction with EiE's Media Team.
- Monitor web traffic and providing monthly reports.
- Provide troubleshooting support and liaison with web and email providers, as required.
- Assist in the development of web publicity campaigns, as required.
- Develop web-based solutions/applications as required.
- Co-manage EiE's online platforms.
- Ensure website content is relevant and up to date and replicate content of weekly newsletter on website every week. Ensure website functionality and perform software updates.
- Monitor published content, maintain continuity of themes, design layout, streamline navigation on EiE's website.
- Partner with internal and external content managers, editors, designers and developers to ensure sites meet EiE's needs.
- Ensure domain registrations and hosting are current and properly manage and allocate permissions for site users.
- Manage domain and hosting space allocation. Flag users on purging their mailboxes and archive emails.
- Ensure emails, mailing lists/groups are properly allocated and maintained.

## **3) Database and Security Administration – Intermediate Level**

- Maintain a very high level of password security for all EiEs accounts and assets – online and offline.
- Ensure safety of assets by providing and enforcing IT Operation Manuals to staff and relevant malware subscription / usage.
- Responsible for the performance, integrity and security of EiE's database plus back up procedures.
- Building, managing, updating and maintaining required databases in a coordinated manner.
- Minimise database downtime as well as updating and amending existing databases.
- Provide proactive and reactive data management support and training to users – input and extraction of data.
- Define users and enable data distribution to the right user, in the appropriate format and in a timely manner.
- Determine, enforce and document database policies, procedures and standards.
- Perform tests and evaluations regularly to ensure data security, privacy and integrity.



## Contacts

Reports to the Executive Director

Qualifications, Experience & Skill	Essential	Desirable
Previous work experience in a similar role.	√	
Post-secondary education/qualifications in Multimedia design, Computer science or Information technology.	√	
Strong web design skills including knowledge of content management systems.	√	
Proficient with Fireworks, Flash, Adobe Illustrator, Adobe Dreamweaver, Photoshop, InDesign or other design and video-editing software.		√
HTML, XHTML, CSS design, cross-browser and cross-platform compatibility, Access, MySQL, Javascript.	√	
Strong understanding of best practices for online usability and accessibility and search engine optimization.	√	
Experience with online marketing initiatives.	√	
Knowledge of web trends & analytics and necessary tools to track & manage.	√	
Ability to design templates for e-newsletters and graphics such as banners & logos.		√
Knowledge of database management programs.	√	
NGO experience.		√
Excellent verbal, organisational and interpersonal skills.	√	
Excellent written and verbal English.		√
Knowledge of Nigerian languages.		√
High comfort level with computer research.	√	
High comfort level with social media platforms – Facebook, Twitter, 2go etc.	√	
Ability to work under direction and to exercise personal responsibility and autonomy to meet objectives.	√	
Ability to make decisions which influence the success of a project or enhances team objectives.	√	
Demonstrates an analytical & systematic approach to problem solving.	√	
Ability to plan, schedule and monitor work to meet deliverables in a timely manner.	√	
Ability to work well under pressure while being attentive to detail.	√	
Ability to work well with senior management, colleagues and the public.	√	
High degree of trustworthiness, discretion & confidentiality.	√	

## Remuneration

Maximum of **N280,000 per month** (pre-tax; all allowances included).

There will be opportunities to earn additional income from short-term projects.

## Performance Review Criteria

1. Ability to deliver on the requirements of the job description.



2. Effectively communicates relevant IT-related information to superiors.
3. Dynamism of EiE's website.
4. Continually seeking opportunities to improve internal IT processes and tools. Deployment of technology to enhance and simplify EiE's mandate.
5. Ability to produce timely & accurate weekly status reports for the ED.
6. Level of engagement on social media platforms – increased likes on FB; more followers on Twitter etc.
7. Robust database and effective use to engage citizens.
8. Resolves and/or escalates issues in a timely fashion.

### **Application Process**

Fill and submit the form below ONCE and attach CV. Only shortlisted candidates will be contacted.

