



Mzuzu
University

JOB VACANCY

INFORMATION AND COMMUNICATION TECHNOLOGY MANAGER

About Mzuzu University

Mzuzu University (MZUNI) is one of Malawi's public universities established by the Laws of Malawi Cap 30:09 (*Mzuzu University Act No. 12 of 1997*). Currently, the University has six faculties of Education; Environmental Sciences; Health Sciences; Tourism, Hospitality and Management; Science, Technology and Innovation; and Humanities and Social Sciences. It is a dual mode University offering its courses through face-to-face and open, distance and e-learning (ODEL) teaching and learning modes. It also offers some of its programmes on block, week-end and vacation release.

MZUNI has its main campus located in Mzuzu City at Luwinga which also houses its ODeL Main Hub. It has a Tourism and Hospitality Skills Application Centre located at Dunduzu within the City. MZUNI has a physical presence in all the four regions of Malawi through its purpose-built and well equipped ODeL Satellite Learning Centres in Karonga, Lilongwe, Balaka and Mulanje. The University is also working towards establishing its future main campus at Choma in Mzuzu.

Information and Communication Technology Manager

The Information and Communication Technology (ICT) Manager is responsible to the Vice-Chancellor for provision of strategic and operational management of ICT services in the University.

Applications are therefore invited for this exciting and demanding position of Information and Communication Technology Manager.

Duties and Responsibilities

The Information and Communication Technology Manager is required to fulfil the following duties and responsibilities, *inter-alia*:

(a) ICT and Management

- (i) Providing strategic leadership and overall management of ICT services to meet the needs of the University;
- (ii) Developing, implementing, monitoring and reviewing ICT strategies, policies, procedures and regulations as well as security and control structures in line with the University's objectives;
- (iii) Providing a company-wide source of expertise on ICT to ensure that managers and staff have the best possible information for effective decision-making and accessing data;
- (iv) Developing and implementing a comprehensive and effective help desk service to provide technical support to systems users;
- (v) Maintaining an up-to-date knowledge of all developments relevant to information technology and cyber security and upgrade internal systems as necessary;
- (vi) Ensuring the University complies with local and international ICT regulations and standards;
- (vii) Overseeing the management of all data and information flows within the University to ensure that comprehensive and accurate management information is available as required;
- (viii) Planning and leading and monitoring implementation of ICT activities;
- (ix) Defining minimum specifications and standards of ICT equipment and services to be procured to ensure efficient and quality services;
- (x) Proactively managing ICT risks;
- (xi) Proactively searching and sourcing new technologies which will provide opportunities to best meet changing business needs;
- (xii) Instituting, reviewing and monitoring disaster recovery procedures;
- (xiii) Advising the University management on emerging technologies with a view to align the operations with current trends;
- (xiv) Providing leadership for improved ICT activities, appraising performance of staff in the directorate to ensure effective implementation of performance management systems;

(b) Visibility and Publicity

- Engaging and managing relationships with internal and external clients and stakeholders; and

(c) Financial/Business Management

- Mobilizing resources and monitoring its effective, efficient and economic utilization in advancing ICT services in the University.

Qualifications

The candidate must have:

- (a) Master's and Bachelor's Degree in Information and Communication Technology, Computer Science or equivalent obtained from reputable institutions that are accredited by the National Council for Higher Education;
- (b) At least six (6) years of working experience of which 3 years is at senior leadership/management level.

Desired Attributes and Skills

- a) Comprehensive experience of developing management information and communications systems;
- b) A broad understanding of computer systems, computer applications and operating systems;
- c) Sound knowledge of and insight into the higher education;
- d) Proven resource, strategic and people management skills, and developing, maintaining, and strengthening collaborative networks;
- e) Unquestionable professional integrity, accomplishments and standing in the peer community;
- f) Ability to develop, plan, and implement short and long-range goals;
- g) Outstanding interpersonal and community relations skills and the ability to communicate and work effectively within a diverse community;

- h) Visionary and result-oriented;
- i) Work independently and handle multiple projects with varying priorities;
- j) Ability to advise faculty in the design, development, and implementation of technology that supports and enhances quality instruction and student learning;
- k) Strong technical writing skills and experience developing training materials; and
- l) Excellent conflict management and administrative skills;

Terms and Conditions of Service

Mzuzu University provides an attractive salary and benefits in accordance with its emolument structure. The appointment is for a period of four (4) years.

Retirement Age

The normal retirement age for MZUNI is sixty (60) years. Applicants should not be more than fifty-six (56) years of age at the time of appointment to be able to serve a four (4)-year term.

Instructions and Mode of Application

Applicants are required to adhere to the following instructions:

- a) Email applications should be submitted to: jobvacancies@mzuni.ac.mw and copy ur@mzuni.ac.mw;
- b) All documents should be in PDF Format;
- c) The subject line for the e-mail should read: “*Application for the Post of Information and Communication Technology Manager*”;
- d) The application package should include the following documents:
 - i) An application letter with a motivation for the position;
 - ii) An up-to-date curriculum vitae (CV) with names and contact details of three traceable referees; and
 - iii) Certified copies of academic and professional qualifications.

Applicants submitting hard copy applications should indicate the following details on the envelope:

JOB VAC: Information and Communication Technology Manager

University Registrar
Mzuzu University
Private Bag 201
Luwingu
MZUZU 2
MALAWI

Closing Date

The application should be e-mailed before mid-night of **Friday, 24th July 2026**. Note that only shortlisted candidates will be acknowledged.

The University is an equal opportunity employer and therefore encourages applications from qualified men, women and persons living with disabilities.