Public Utilities Regulatory Authority
PURA — Equity in development

Position:	SENIOR MANAGER ICT

Reports to: Deputy Director ICT
Salary: The position is on Category **IIA.1** of the PURA pay scale.
Number of vacancies: (1) one

BACKGROUND

The Public Utilities Regulatory Authority (PURA) is the Gambia's independent multi-sector regulator established under the PURA Act 2001 to regulate the following sectors:

- Broadcasting
- Electricity
- Telecommunications (Mobile, Landline, ISP)
- Petroleum (Downstream)
- Water and Sewage
- Transportation
- Post

PURA in accordance with its mandate is currently striving toward performing technical, economical and safety regulatory functions with respect to regulated public services. This is done in a bid to achieve its regulatory mandate and fair competition within regulated entities to promote economic development, social inclusion, and environmental sustainability to improve service delivery and protection for consumers and service providers.

Job Summary

Senior Manager IT (SMIT) supervises, administers, and maintains information technology systems (including PC, LAN, Telephone system, and any IT Infrastructure, software, and hardware equipment within the institution.

Duties and Responsibilities

- Designs, implement and administer Information Technology programs and projects that enable the Authority to meet short and long-term IT needs.
- Manage the ongoing operations of an effective IT helpdesk providing quality and timely support concerning user, hardware, and software needs.
- Maintain and supervise the Authority's business critical systems, International Gateway, QoS, ERP Platform, Email Systems, Broadcast Monitoring system, etc.
- Monitor changes in the IT sector to discover ways the Authority can improve and develop.
- Integrate all standalone systems were possible within the institution
- Ensure all hardware and software products are working optimally at any given time
- Participate in periodic review and update the Guidelines to regulate the operations of ISPs.
- Regulate Internet Service Provider's networks including and other internet providers in a bid to maintain the relevant records to recognize, monitor and analyze trends in their technical operation and performance.
- Design, update and maintain the IT Policy, DRP and Business Continuity Plan.
- Conduct needs assessments and deliver in-house IT training in collaboration with DHRCA
- Approve of the technical specification of IT equipment and software and establish partnerships with IT providers.
- Serve on appropriate ICT steering, planning, and policy-making committees.

- Create and adapt technological platforms to improve the user experience, manage all IT-related maintenance support/outsourcing agreements.
- Oversee personal intervention and hands-on support to resolve escalated issues.
- Ensure smooth operation and maintenance of the Authority's IT infrastructure / network.
- Analyze the costs, value and risks of information technology and provide technical advice and suggest actions.
- Participate actively in relevant ITU Study Groups, ISOC, ICANN, ECOWAS and other international bodies' activities.
- Provide technical specifications for IT equipment, software, and maintenance to ensure that required equipment/software specifications are supplied to the institution.
- Evaluate the values, costs, and risks within the IT Unit and provide professional suggestions and advice to the authorities.
- Supervise and manage an IT hardware infrastructure inventory database.
- Perform other related duties as assigned by the line supervisor.

Qualification and Experience

- ❖ Master's Degree in Computer Science, Information Technology, Management Information Systems, or closely related field is required with at least 3 years working experience and managing a team of IT security operations engineers.
- ❖ Bachelor's Degree in Computer Science, Information Technology, Management Information Systems, or closely related field is required with at least 5 years working experience and managing a team of IT security operations engineers.
- ❖ At least 2 years of management experience gained in a similar position.
- ❖ Project management skills.
- ❖ An up to date working knowledge of IT related hardware, software, and vendor solutions.
- ❖ Relevant industry certifications or relevant technology vendor certifications.

Additional Skills
- ❖ Strong network background and experience in both hardware and software
- ❖ Practical experience using computer operating systems such as MS Windows, UNIX/Linux
- ❖ Strong analytical and problem-solving skills with the ability to quickly get to the root cause of issues
- ❖ Strong Organizational skills and the ability to perform a command-and-control role, efficient and able to work unsupervised under your own initiative
- ❖ Excellent in Teamwork.
- ❖ Ability to identify potential emerging risk in the network(s) and take appropriate preventive action(s).
- ❖ Must have strong verbal and written communication skills; report writing skills, ability to communicate effectively and clearly to technical and non-technical staff as well as senior management.
- ❖ Broad general knowledge in IT solutions, including some familiarity with key international regulations and standards relating to ITU and CISCO.

SUBMISSIONS OF APPLICATIONS

All applicants must complete and sign the PURA Job Application Form which can be downloaded from the PURA website (www.pura.gm) or picked up at the PURA office reception desk. Applications must be accompanied with a Curriculum Vitae (CV) and photocopies of relevant certificates.

All applications must be submitted to the PURA office in sealed envelopes on or before **12:00hrs, on 11th August 2025** and be addressed to:

The Director General
Public Utilities Regulatory Authority (PURA)
Kairaba Avenue
P.O. Box 4230 Bakau
KMC

***Female Candidates are encouraged to apply