JOB VACANCY

Job Title	Senior IT Officer (1)
Supervisor	Director of ICT and Innovation
Reporting to	Director of ICT and Innovation
Duration	**Open-ended contract.**
Salary	Competitive package based on qualification and experience in range of Senior Officers
Publication Date	Tuesday, April 1, 2025
Closing Date	**Saturday, April 5th , 2025 23:59, CAT.**

TERMS OF REFERENCE FOR THE RECRUITMENT OF A SENIOR IT OFFICER

1. BACKGROUND

Prime Life Insurance Limited was established in December 2011 in compliance with regulatory directives requiring the separation of short-term and long-term insurance policies. In May 2012, the company obtained its license from the National Bank of Rwanda to provide life insurance services.

Fully accredited by the National Bank of Rwanda, Prime Life Insurance Limited offers a comprehensive range of long-term insurance solutions across Rwanda.

In line with its commitment to enhancing IT capabilities, Prime Life Insurance is seeking a highly skilled, self-motivated, and experienced professional to join its team as a **Senior IT Officer.**

2. POSITION: SENIOR IT OFFICER (1)

Under the supervision of the **Director of ICT and Innovation**, the **Senior IT Officer** will be responsible for database administration, IT infrastructure management, Network & cybersecurity, regulatory compliance, and technical support, as outlined in the responsibilities below.

3. RESPONSIBILITIES:

A. Database Administration & Management (30%)

- Install, configure, and manage database servers (**SQL Server**).
- Ensure **database performance tuning, indexing, query optimization, and monitoring**.
- Manage **database security, access control, backup, and disaster recovery** procedures.
- Implement **data encryption, compliance measures, and audit logging** for regulatory requirements.
- Develop **database automation scripts, reports, and dashboards** for operational efficiency.

B. IT Infrastructure & System Administration (25%)

- Manage and maintain **on-premise and cloud-based servers, virtualization, and storage solutions**.
- Install, configure, and update **Windows/Linux servers, applications, and system patches**.
- Ensure **high availability, failover solutions, and capacity planning** for IT infrastructure.
- Implement **backup and disaster recovery strategies** to prevent data loss.
- Manage **enterprise IT assets, including hardware, software, and licensing**.

C. Network & Cybersecurity (20%)

- Design, implement, and manage a **secure and scalable network infrastructure**.
- Configure and maintain **firewalls, intrusion detection systems (IDS), and endpoint security**.
- Monitor network **performance, security threats, and unauthorized access attempts**.
- Implement **VPNs, VLANs, and remote access solutions** to enhance connectivity and security.
- Develop and enforce **cybersecurity policies, awareness training, and compliance audits**.
- Respond to **security incidents, conduct penetration testing, and apply mitigation strategies**.

D. Regulatory Responsibilities(10%)

- Serve as the **Data Protection Officer (DPO)**, ensuring compliance with data privacy regulations.
- Oversee and manage the **Enterprise Data Warehouse (EDWH)** to ensure data integrity, security, regulatory compliance and reporting.

E. IT Support, System Automation & Maintenance (15%)

- Deliver **technical support** for hardware, software, and network-related issues, ensuring minimal downtime.
- Install, configure, and troubleshoot **workstations, applications, and peripheral devices**.
- Diagnose and optimize **existing software tools** to improve system efficiency.
- Provide **end-user training** on IT best practices, security policies, and software usage.
- Collaborate with **third-party vendors** for system maintenance, upgrades, and issue resolution.
- Assist staff with **hardware and software challenges** through various support channels (phone, in-person, or electronically).
- Install and configure **IT infrastructure components**, including computers, operating systems, networks, printers, and scanners.
- Offer **proactive and responsive technical assistance** across the organization.
- Manage **equipment repairs and replacements**, recommending third-party solutions when necessary.

1. Education & Experience Requirements

1. Qualifications:

- Bachelor's degree in **Computer Science, Information Technology, or related field**.
- Minimum **3+ years of experience** in database administration, IT infrastructure, networking, and cybersecurity.
- Experience in **financial services or public sector IT environments** is a plus.

2. Technical Skills & Competencies:

- **Database Management:** SQL Server, database security, backup, and recovery.
- **IT Infrastructure:** Windows/Linux server administration, Veeam, virtualization, storage solutions.
- **Networking:** TCP/IP, VLANs, firewalls, routing, and switching.
- **Cybersecurity:** Firewalls, IDS/IPS, endpoint security, penetration testing, VPNs.
- **System Automation & Development:** Basic in .NET (C#), JavaScript, API development.
- **IT Support:** Troubleshooting hardware/software, user training, IT asset management.
- **Preferred Certifications:** Microsoft SQL Server, CCNA, CEH, CompTIA or Security+ is a plus
- **Experience in compliance and regulatory frameworks** (e.g.ISO 27001, PCI DSS) is a plus.

5. APPLICATION PROCEDURE:

Qualified and interested Candidates should submit their applications to Prime Life Insurance Ltd mail: **hrmlife@prime.rw** **IN ONE SINGLE PDF FILE** and the application must include:

1. Application letter addressed to CEO
2. Curriculum Vitae (CV) with proven work Experience
3. Copy of academic documents
4. Copy of National Identification

The deadline for submitting applications is **Saturday, April 5th , 2025 23:59, CAT.**

Only selected candidates will be contacted.

Signed by:

HABARUREMA Innocent
Chief Executive Officer