

JOB DESCRIPTION – IT SPECIALIST

JOB TITLE: Information Technology Specialist

LOCATION: Lagos

REPORTING TO: Director of Operations

SECONDARY SUPERVISOR: Executive Director

Gross Salary: 275,000

Employment Type: Contract

Contract Duration: 1 year (renewable)

Application Deadline; 2nd June, 2026

ABOUT TIERS:

[The Initiative for Equal Rights](#) (TIERS) is a nonprofit human rights organization committed to creating societies where human rights are guaranteed regardless of identity or status.

Guided by feminist principles and democratic values, our main aim is to protect, uphold, and promote the rights and humanity of sexual and gender minorities, women, PLHIV and intersecting marginalized groups.

Our work spans across Nigeria and some parts of Africa through narrative change and advocacy, health service provision, human rights violation response and documentation, research and knowledge sharing, economic justice, and provision of safe platforms for convergence.

SUMMARY: The position of IT Specialist at The Initiative for Equal Rights (TIERS) involves managing and maintaining our organization's IT infrastructure, including internet connectivity, CCTV systems, mobile devices, laptops, and cybersecurity measures. This role requires a proactive and knowledgeable individual who can ensure the smooth operation of our IT systems and provide technical support to staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(Other duties may be assigned)

Network and Internet Management:

- Ensure reliable and secure internet connectivity for the organization
- Monitor network performance and troubleshoot connectivity issues
- Manage network equipment such as routers, switches, firewalls and Access Points
- Manage IP Phones, on-premise IP PBX and wireless connectivity

CCTV Systems:

- Install, configure and maintain CCTV cameras and systems
- Monitor and ensure the functionality and security of CCTV systems
- Perform regular checks and maintenance on CCTV equipment

Hardware and Software Support:

- Install, configure and maintain laptops and mobile devices
- Provide technical support for hardware and software issues
- Perform regular maintenance and updates on IT equipment

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Cybersecurity:

- Implement and maintain cybersecurity measures to protect the organization's data and systems
- Conduct regular security audits and vulnerability assessments
- Monitor systems for potential security threats and respond to incidents promptly

Data Management:

- Implement and manage data backup and recovery solutions
- Ensure data integrity and security across all systems
- Assist with data migration and storage

User Support and Training:

- Provide technical support and training to staff on IT systems and software
- Respond to all IT related inquiries and troubleshoot issues
- Develop and maintain IT documentation and user guides

Microsoft 365 Administration

- Administer and manage TIERS' Microsoft 365 environment, including user accounts, licenses, and security settings.
- Create, modify, disable, and manage user accounts, shared mailboxes, distribution lists, and security groups.
- Manage and support Microsoft Exchange Online services, including email configuration, mail flow, spam filtering, and mailbox permissions.
- Configure and maintain Microsoft Teams, SharePoint Online, OneDrive, and other Microsoft 365 collaboration tools.
- Monitor system health, service status, and usage reports within the Microsoft 365 Admin Center.
- Implement and maintain security measures such as Multi-Factor Authentication (MFA), conditional access policies, and password management policies.
- Perform data backup, recovery, and retention management in accordance with organizational policies.
- Troubleshoot Microsoft 365-related issues including login problems, email delivery failures, synchronization issues, and application access errors.
- Support end users with Microsoft Office applications, Teams meetings, Outlook configuration, and mobile device connectivity.
- Manage domain configuration, DNS records, and integration with Microsoft 365 services.
- Ensure compliance with organizational IT policies, data protection standards, and cybersecurity best practices.
- Maintain documentation for Microsoft 365 configurations, licensing, user management, and support procedures.

Project Management:

- Lead and participate in IT projects to improve and upgrade systems
- Collaborate with other departments to identify IT needs and provide solutions

Website Management/Cpanel Management

- Manage and maintain the organization's websites to ensure optimal performance, availability, and security.
- Administer hosting environments using cPanel, including account setup, database management, and domain administration.
- Monitor website uptime, server performance, storage usage, and security alerts.
- Perform regular website backups and ensure successful restoration when required.



- Manage DNS records, SSL certificates, subdomains, redirects, and hosting configurations.
- Upload, update, and maintain website content, plugins, themes, and system components.
- Troubleshoot website-related issues such as downtime, broken links, email delivery problems, and hosting/server errors.
- Coordinate website deployments, updates, and maintenance activities with developers and third-party vendors where necessary.
- Implement basic cybersecurity best practices for websites, including malware scanning, access control, and patch management.
- Maintain documentation for hosting credentials, configurations, backup schedules, and maintenance procedures.

REQUIREMENTS

The candidate is required to possess the following:

- Bachelor's degree in information technology, Computer Science or a related field
- Proven experience as an IT Specialist or similar role
- Strong knowledge of network management, cybersecurity and IT infrastructure
- Proficiency in troubleshooting hardware and software issues
- Excellent problem solving and analytical skills
- Strong communication and interpersonal skills
- Relevant Certifications

Personal Competencies

- Strong communication and interpersonal skills.
- Excellent time management and multitasking ability.
- Ability to work independently and collaboratively in a fast-paced environment.
- High level of professionalism, integrity, and accountability.
- Creative, proactive, and solution oriented.

The Initiative for Equal Rights (TIERs) is an equal opportunity employer committed to building a diverse, inclusive, and equitable workplace. We welcome applications from qualified candidates regardless of age, gender identity or expression, sexual orientation, disability, ethnicity, religion, marital status, socioeconomic background, or other protected characteristics.

We strongly encourage applications from individuals with lived experiences and those from communities directly impacted by the issues we work to address. All employment decisions are based on qualifications, merit, and organisational needs.