



VACANCY ANNOUNCEMENT

Job Title:	Senior Manager Information and Communications Technology
Job Type:	Fixed Term Contract
Location:	Head Office - Lusaka
ERB Grade:	ERB 3
Reports To:	Director General

Background

The Energy Regulation Board (ERB) is a statutory body created by the Energy Regulation Act No. 12 of 2019 to regulate Zambia's energy sector. The ERB is looking to hire a qualified and experienced Zambian national to fill the position of **Senior Manager Information and Communications Technology** to be based at its Head Office.

Job Purpose

To plan, direct, coordinate and control the development, acquisition, implementation, security and maintenance of the ERB's information and communications technology systems and infrastructure in order to ensure reliable, secure and efficient ICT services that support the smooth operation of the Institution and the achievement of its strategic objectives.

Main Duties and Responsibilities

The main responsibilities for this role include:

- Develop, implement and review the ICT strategy, policies, procedures and standards in line with the ERB Strategic Plan and applicable national regulations
- Direct the installation, configuration and maintenance of systems applications, databases, network and communication infrastructure to facilitate operations
- Coordinate user requirement assessments and the development of ICT user specifications to deliver appropriate ICT solutions
- Lead the design and development of appropriate applications and digital solutions to enhance the efficient provision of services to licensees, consumers and other clients
- Implement and maintain effective information and cyber security controls to safeguard the integrity, confidentiality and availability of ERB data
- Implement and manage disaster recovery, backup and business continuity arrangements
- Manage internet connectivity and network availability to support efficient operations at Head Office and Regional Offices

- Provide advisory services on the procurement of ICT equipment, software and services to ensure conformity to policies and standards
- Manage Service Level Agreements (SLAs) with service providers and liaise with SMART Zambia Institute, ZICTA and other stakeholders
- Monitor the performance of ICT systems and infrastructure and recommend improvements for cost-effectiveness and productivity
- Identify, assess and mitigate ICT-related risks
- Provide user support and capacity building of end users on various software applications, including ICT support to Board and Management meetings
- Prepare and manage the Unit's strategic and operational plans and budgets
- Provide leadership, supervision and development of ICT staff

Minimum Qualifications and Skills

- Full Grade 12 Certificate or equivalent with five (5) credits or better
- Bachelor's Degree in Computer Science, Information and Communications Technology, Information Systems or related field
- A Master's Degree in a relevant field
- Relevant professional/industry certifications (e.g. CISA, CISM, CISSP, ITIL, PMP, CCNP or equivalent) will be an added advantage
- Full and valid membership of the Information and Communications Technology Association of Zambia (ICTAZ)
- Verification of qualifications by ZAQA is required
- Minimum seven (7) years relevant work experience, with at least three (3) years at management level in an ICT function

Required Attributes

- Strong leadership and management skills
- Sound knowledge of information security, network administration and database management
- Knowledge of software development and systems integration
- High analytical and problem-solving ability
- Strategic thinking, innovation and planning capability
- Project management and implementation skills
- Excellent interpersonal and communication skills, including technical report writing
- High integrity and confidentiality

How to Apply

Applicants must complete the pre-application form available at this link: [ERB e-Job Application - Senior Manager Information and Communication Technology \(ICT\)\(1\) – Fill out form](#) or by scanning the QR Code below:



1. Applicants who meet ALL the minimum qualifications above will be invited to submit soft copies of application letters, current Curriculum Vitae (with minimum three (3) professional referees, in PDF version) and ZAQA verified copies of Grade 12 School Certificate, Academic and relevant professional qualification certificates to managementjobs@erb.org.zm. No hard copies will be considered.
2. Application deadline is **Monday, 5th October 2026**.

ERB is an equal opportunity employer, both genders are encouraged to apply. Candidates involved in any lobbying shall be disqualified. Only short-listed candidates will be contacted.