Advancing Regional Integration through Competitive Markets and Empowered Consumers

**Ref: CCC/RE/ADV/10/02/2026** **12 October 2026**

**CALL FOR APPLICATIONS FOR A PROFESSIONAL POSITION AT THE COMESA COMPETITION AND CONSUMER COMMISSION**

The COMESA Competition and Consumer Commission (the "Commission") is a regional body established under the COMESA Competition and Consumer Protection Regulations of 2025 ("CCCPR"). The Commission's core responsibility is to enforce the provisions of the CCCPR with the aim of promoting competitive markets and enhancing consumer welfare in the Common Market. Its functions include monitoring, detecting, investigating and prohibiting restrictive business practices, unfair trade practices, and mergers and acquisitions. More information is available on the Commission's website: http://www.comesacompetition.org/.

The Commission is looking to recruit an Information Technology (IT) Manager. Suitably qualified nationals of COMESA Member States are invited to apply to fill the position which is tenable at the Commission's offices in Lilongwe, Malawi.

1. **MANAGER IT**

| | |
|---|---|
| **JOB TITLE:** | IT Manager |
| **GRADE:** | Professional Level 3 (P3). |
| **SALARY SCALE:** | Maximum of US$ 68,658.91 per annum and applicable allowances under COMESA Competition and Consumer Commission and relevant instruments |
| **DIVISION:** | Corporate Services |
| **TENURE:** | A fixed term of Four (4) years. Extension of contract is subject to availability of funds and performance of the contract holder. |
| **NUMBER OF POSTS:** | One (1) |
| **DUTY STATION:** | Lilongwe |
| **REPORTS TO:** | Director of Corporate Service Division under the overall supervision of the Chief Executive Officer |
| **TYPE OF CONTRACT**: | Commission's fixed term employee under the professional service category |

### 1.1. Responsibilities

Under the overall supervision of the Chief Executive Officer and the direct supervision of the Director of Corporate Services, the incumbent shall be responsible for the implementation, maintenance, monitoring, and continuous improvement of the Commission's IT infrastructure, systems, and services:

#### A. IT Infrastructure, Systems and Operations

i. Develop, implement and monitor IT infrastructure strategies, policies, standards and procedures to support the Commission's operations.
ii. Manage the installation, configuration, maintenance and support of **IT infrastructure and systems**, including networks, servers, storage, cloud services, Microsoft 365, virtualization, internet connectivity, Data center environment and end-user computing.
iii. Assess organizational technology requirements and develop infrastructure solutions that meet business needs.
iv. Prepare and recommend annual IT infrastructure plans, budgets and procurement requirements.
v. Oversee the acquisition, installation, maintenance and disposal of IT hardware, software, licenses and related equipment.
vi. Manage the implementation, upgrading and optimization of hardware, operating systems, networks (switches, routers and firewalls) and enterprise applications including O365, internet connectivity, collaboration platforms, virtualization and data backup solutions.
vii. Ensure timely resolution of infrastructure, system and network incidents in line with agreed service levels.
viii. Develop and enforce IT access control, database access controls, identity management and cybersecurity measures to safeguard IT assets and the Commission's website and digital platforms.
ix. Plan, implement and regularly test backup, disaster recovery, business continuity and IT resilience arrangements.
x. Ensure the availability and maintenance of up-to-date IT policies, procedures, system documentation and user manuals.
xi. Manage relationships with service providers and vendors involved in the development, maintenance, hosting and support of IT systems and databases.
xii. Oversee database administration activities to ensure data integrity, security, availability and optimal performance.
xiii. Lead infrastructure modernization initiatives and IT projects to support organizational transformation and service delivery objectives.
xiv. Configure, manage and maintain IP telephony, wireless, VoIP and video conferencing technologies and equipment to support reliable hybrid and virtual meetings and effective organisational communication.
xv. Anything related or incidental to the foregoing

#### B. IT Service Delivery and User Support

i. Develop and oversee IT service management processes to ensure timely and effective support to users.
ii. Manage the provision of first- and second-line technical support services and ensure prompt resolution of user incidents and requests.

iii. Establish and monitor IT service standards, performance indicators and service level agreements.
iv. Ensure installation, configuration and support of user devices, applications and related technologies and oversee the testing and deployment of new hardware, software and technology solutions prior to implementation.
v. Coordinate escalation and resolution of technical issues with external service providers and vendors where necessary.
vi. Maintain accurate records of IT assets, users, support requests, repairs, maintenance activities and service performance metrics.
vii. Oversee network, endpoint and workplace technology security and ensure compliance with organizational policies.
viii. Ensure users are provided with appropriate access rights, accounts and authentication credentials in accordance with approved procedures and assigned responsibilities.
ix. Promote user awareness of cybersecurity risks, data protection requirements and acceptable use policies.
x. Coordinate IT user training and digital skills development programmes to improve technology adoption and utilisation.
xi. Ensure server room, network facilities and IT equipment environments are maintained in accordance with operational and security requirements.
xii. Analyse service trends and user feedback and recommend continuous improvement initiatives to enhance IT service delivery.
xiii. Anything related or incidental to the foregoing

**C. Leadership, Governance and Administration**

i. Develop annual departmental work plans, budgets and performance targets in line with the Commission's strategic objectives.
ii. Lead, supervise, mentor and develop IT staff and ensure effective performance management and succession planning.
iii. Allocate, monitor and evaluate work assignments to ensure efficient utilisation of human and technological resources.
iv. Prepare and submit periodic IT performance, risk and compliance reports to Management and the Chief Executive Officer.
v. Advise Management on emerging technologies, cybersecurity risks, IT governance matters and opportunities for digital transformation.
vi. Ensure compliance with applicable laws, regulations, standards, policies and best practices relating to information technology and data management.
vii. Lead IT risk management, business continuity and information security initiatives across the Commission.
viii. Build and maintain effective relationships with internal stakeholders, regulators, service providers and other external partners.
ix. Research, benchmark and implement industry best practices to improve IT operations, service delivery and organizational effectiveness.
x. Perform all such duties as are incidental to the foregoing and/or as may be lawfully delegated by the Director of Corporate Services or the Chief Executive Officer.

### 1.2. Academic Qualifications

A minimum of a Bachelor's Degree in Computer Science, Information Technology, Information Systems, Software Engineering or any related field from a recognised institution.

A Postgraduate qualification in any of the above fields would be an added advantage.

### 1.3. Professional certification

Relevant professional certifications and training in networking, cloud computing, cybersecurity, IT service management, or project management such as Cisco Certified Network Associate (CCNA),Professional Training in Microsoft server and O365 administration and management, VMware, storage management Microsoft Azure certifications, Cisco Certified Network Associate Security (CCNAS), ITIL, or their equivalent, will be an added advantage.

### 1.4. Experience

A minimum of at least seven (7) years' Hands on experience in information technology, IT infrastructure management, systems administration, cybersecurity, or related areas.

Working experience in similar position in a regional or international organisation will be an added advantage.

### 1.5. Competencies

- Strategic planning, project management, budgeting, and resource allocation.
- Vendor and stakeholder management.
- Decision-making, problem-solving, change management, and organizational skills.
- Accountability, integrity, and professionalism.
- Customer focus and results orientation.
- Analytical thinking, innovation, and continuous learning.
- Effective communication, interpersonal, and teamwork skills.
- Resilience, adaptability, sound judgment, and ability to work under pressure.
- Maintain confidentiality at the highest level at all times

### 1.6. Working Language Requirement

Must be fluent in English and/or French and/or Arabic (speaking and writing). A combination of any two or all of these languages will be an added advantage.

## 2. APPLICATION SUBMISSION GUIDELINES

### 2.1. Eligibility for Application

Applicants must be citizens of a COMESA Member State and must not be more than 55 years of age at the time of submitting the application.

### 2.2. Submission Address

All applications must be submitted directly to the Commission via email: recruitment@comesacompetition.org.

A copy of the application must also be sent to the COMESA Coordinating Ministry of the applicant's respective Member State.

### 2.3. Verification of Coordinating Ministry Contacts

Applicants are responsible for verifying the valid email addresses of their Coordinating Ministries.

The list of Coordinating Ministries for each Member State can be accessed on the Commission's official website under COMESA Coordinating Ministries.

### 2.4. Mandatory Copy Requirement

Any application submitted without a copy to the respective Member State Coordinating Ministry shall be automatically rejected.

### 2.5. Proof of Submission

Applicants must provide proof of submission, either by a valid email copy sent to the Coordinating Ministry or a stamped copy of the application

### 2.6. Applications by Commission Staff Members

Staff members of the Commission must also submit their applications directly to recruitment@comesacompetition.org, **without a copy to the respective Coordinating Ministry in the applicant's country.**

### 2.7. Prescribed Application Form

Applicants MUST complete the official CCCC Application Form.

The form can be accessed on the CCCC's website under CCCC Job Application Form.

Failure to use or complete this prescribed form shall result in **automatic disqualification**.

Applications must be accompanied by a cover email or letter, a duly completed CCCC Application Form; copies of academic and professional certificates and any other relevant supporting documentation.

### 2.8. Deadline for Submission

Applications must be submitted to the Commission with a copy to the COMESA Coordinating Ministry by Monday, **30 November 2026**.

The Commission does **not** accept physical (hard copy) applications. Only electronic submissions via email shall be considered. Applications should be directed to the email address below:

**Email: recruitment@comesacompetition.org**