



Nicholas Donkor

📍 Ghana 🏠 ICT Directorate P. O. Box 1277
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Professional experience

10/2024 - Present

AG. IT DIRECTOR AAMUSTED

- providing leadership for the development of a progressive ICT environment within the University and all campuses as well as distance learning centres
- developing programmes and schedules that include privacy and security oversight for academic and administrative information processes,
- developing strategic plans and implementing the objectives of the information technology needs of the university
- overseeing the development, design, and implementation of new applications
- the development, review, and certification of all backup and disaster recovery procedures
- developing, directing and managing all computing and ICT strategic plans of the University.
- overseeing the design and facilitate the integration of sound ICT architecture, technology standards and best practices for the University.
- ensuring the identification and installation of appropriate and progressive IT infrastructure that can support administration, and enhance teaching and research.
- any other assignments that the Vice-Chancellor deem necessary.

11/2020 - 09/2024

AG. DEPUTY DIRECTOR IT AAMUSTED

- Monitor and ensure effective systems/network administration and the configuration of Information Systems
- Ensure an effective management and maintenance of University-wide ICT related infrastructure, facilities, equipment, enterprise applications, technical operations and services in the University
- Ensure a continuous review, analysis and occasionally modify systems including encoding, testing, debugging and installations
- Supervise programming functions for in-house IT projects

08/2012 - 12/2023

PART TIME LECTURER, DEPT. OF COMPUTER SCIENCE AND IT UCC UNIVERSITY OF CAPE COAST (UCC)

- Jan 2021- To Date - Lecturer, Software Engineering Level 200 Physical Science students
- Jan 2021- To Date - Lecturer, Project Management Level 400 Computer Science students
- Sept 2018- To Date- Lecturer, Introduction to Computer Graphics for Level 400 students
- Jan 2019- May 2019- Lecturer, Internet Based Applications for Level 400 students
- Jan 2014- May 2014 - Lecturer, Internet Technologies for Level 200 students
- Oct 2012-Dec 2012 - Lecturer, Artificial Intelligence for Level 400 students

- 02/2018 - 10/2020

COORDINATOR IT SERVICES
COLTEK--UNIVERSITY OF EDUCATION, WINNEBA
- 09/2016 - 01/2018

AG. DIRECTOR IT SERVICES
University of Education, Winneba
- 12/2013 - 08/2016

IT SYSTEMS ADMINISTRATOR
UNIVERSITY OF EDUCATION, WINNEBA

 - > Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
 - > Apply Operating System patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure and add new services as necessary.
 - > Perform regular security monitoring to identify any possible intrusions.
 - > Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and ensuring that there is always an up-to-date copy of the backup off site.
 - > Perform regular file archival and purge as necessary.
 - > Create, change, and delete user accounts in the University's LDAP directory systems (Staff and Students) per request.
 - > Provide Tier III/other support per request from various departments/units. Investigate and troubleshoot issues.
 - > Repair and recover from hardware or software failures. Coordinate and communicate with affected departments/units.
 - > Prepare user manual and ensure system users are well educated about how to use the various systems.
 - > Collaborate with the Staff Development unit of the Human Resource department to organise and provide user training for all categories of system users to ensure that users have the requisite knowledge to effectively use the systems.
- 10/2011 - 11/2013

IT MANAGER
AFRICAN UNIVERSITY COLLEGE OF COMMUNICATIONS (AUCC)

 - --Performed computing and IT systems analysis work requiring in depth knowledge and experience in computers, consulting, training and support skills
 - --Served as the University's technical expert dealing with a complex computing environment for the office
 - --Provided consulting and troubleshooting services to staff
 - --Identified applications and system developers to define, describe and solve computerized administrative systems problems, proposed system solutions, changes and modifications
- 10/2006 - 09/2011

SYSTEMS DEVELOPER / LECTURER
ACCRA INSTITUTE OF TECHNOLOGY

 - CORE DUTIES:
 - --Designing and Implementation of both web and desktop applications
 - --Provided network support and troubleshooting for the institution
 - ADDITIONAL RESPONSIBILITIES:
 - Oct 2011- Dec 2013 - Lecturer, Software Engineering for Level 400 students
 - Oct 2011- Dec 2013 -Lecturer, System Programming AIT
 - Sept 2007-Sept 2011 - Tutor, Introduction to Principles of Programming using C++
 - -Tutor, Introduction to Computing

Educational background

- 01/2023 - 05/2023

Chartered IT Professional (CITP)
British Computer Society
- 01/2010 - 12/2024

Master of Software Engineering
Open University of Malaysia

08/2002 - 05/2006 ● **Computer Science**
Valley View University, Oyibi-Accra

01/1998 - 12/2000 ● **General Science**
Prempeh College

Skills

Project Management Team work Software Development Communication skills

MS Office Computer Science English Language Technology IT-Management

Software Java Support Engineering Systems Python

IT Project Management JavaScript Windows Server Information Systems

Database German IT Strategy Network Administration Empathy

Application Information technology

WORKSHOPS:

2024	Workshop for African Universities Directors of IT
2018	AAU Workshop on Cyber Security Hygiene
2018	GARNET, Campus Network and Operations Design
2017	Annual Review Workshop for Registrars of UEW
2008	IT Training for Teachers/Lecturers , South Korea

LANGUAGE AND CERTIFICATIONS:

English: Bilingual Proficiency, German: Beginner, Twi: Native

Sophos Certified Administrator Program (SCA), IT Business Manager Certification (ITBMC) ,

REFEREES:

REFERENCE:	Mr. Michael Kofi Adu Ag. Registrar AAMUSTED, P. O. Box 1277 Kumasi, Ghana +233-20-5111905	Dr. George Aggrey Head of Department, Computer Science and IT, University of Cape Coast. Ghana. +233-20-3005004
	Prof. Jobson Mitchual, Vice Chancellor , University of Education Winneba, UEW P. O. Box 25 Winneba, Ghana	