



RECRUITMENT PROFILE

IT / Systems Support Lead

Stand up the infrastructure a technology institute is judged by.

BOLO IT is seeking an IT / Systems Support Lead to commission its network, computer laboratories, learning-management and student-information systems, and then run them day to day. At a technology institution the infrastructure is not back-office — students study it, and its reliability is part of the institution's credibility.

Location	Douala, Cameroon
Employment	Full-time Technology operations
Reports to	Executive Director
Expected start	April 2027
Sector	Higher education IT infrastructure Systems

The institution

BOLO Institute of Technology is a technology-focused higher-education institution in Cameroon, architected around three pathways — Higher National Diploma, Bachelor's and Master's — and being developed to prepare technology professionals, innovators, researchers and entrepreneurs for opportunities in Cameroon, across Africa and internationally.

BOLO IT is being built around a distinctive educational model: rigorous academics combined with hands-on laboratories, real-world projects, internships, professional certifications, mentorship and instruction shaped by experienced technology practitioners. The institution is intentionally globally oriented, AI-enabled and Silicon Valley-inspired.



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Deido - Douala
Cameroon



A student educated at BOLO IT in Cameroon should leave with the academic foundation, practical capability, AI fluency, professional exposure and confidence to compete with technology talent anywhere in the world.

The opportunity

This role commissions the campus from an empty building: structured cabling, firewall and switching, wireless coverage, power protection, primary and failover internet, laboratory workstations, endpoint management and backup. Alongside the physical build sits the systems layer — learning management, student information, collaboration and identity — and the integrations between them. From launch, the role runs support for students, faculty and staff, and keeps the teaching laboratories available during the hours they are timetabled.

Mandate

- Commission a campus network and laboratories that hold up under a full timetable.
- Deploy and integrate the learning-management, student-information and collaboration systems the institution runs on.
- Make reliability the default — redundant internet, protected power, tested backups.
- Secure the estate sensibly: identity, endpoint protection, segmentation and recovery.
- Run support that faculty and students can actually reach, with a record of what was asked.
- Keep the environment credible as a teaching subject, not merely as a utility.



Core responsibilities

Network & campus infrastructure

Commission and operate structured cabling, firewall, managed switching, wireless access, UPS and power protection, and the primary and failover internet services across all four floors.

Laboratories & teaching technology

Build and maintain the computer laboratory workstations, classroom projection and AV, instructor equipment and the software images teaching depends on.

Core systems & integration

Deploy and administer the learning-management and student-information systems, workspace and collaboration tooling, and the integrations with the website, admissions and payment processes.

Security & continuity

Administer identity and access, endpoint protection and network segmentation; operate backup and recovery, and test restores rather than assuming them.

Support & service management

Run the help desk for students, faculty and staff, maintain the asset register, and track issues to resolution with a record that shows where the recurring problems are.





Procurement input & vendor management

Specify hardware, software and connectivity requirements, evaluate suppliers and internet providers, and hold vendors to what was contracted.

First-phase priorities

1. Take on the technology specification and verify it against the building as it actually is.
2. Commission structured cabling, patch panels, switching, firewall and wireless coverage.
3. Install UPS and power protection, and confirm behaviour under a real outage.
4. Activate primary and failover internet, and test failover rather than assuming it.
5. Build the computer laboratory workstations and standard software images.
6. Deploy classroom projection, instructor equipment and AV across the teaching rooms.
7. Stand up the learning-management and student-information systems and integrate them.
8. Configure identity, endpoint protection and access control for staff and students.
9. Establish backup and recovery, and complete a tested restore before teaching begins.
10. Open the help desk and asset register ahead of the first teaching week.



Required qualifications

- Higher National Diploma or degree in computer science, networks, information technology or a related field.
- Hands-on experience commissioning and operating a network — cabling, switching, firewall and wireless — not only administering an existing one.
- Practical systems administration across Windows and Linux, identity, endpoint management and backup.
- Experience deploying or administering a learning-management, student-information or comparable business system.
- Professional certification in networking, cloud or security is an advantage.
- Working ability in both English and French, and the patience to support non-technical users in either.

The person we are looking for

This role suits an engineer who wants to build an estate from nothing and then be accountable for it, in an environment where students will look closely at how it was done.

Hands-on capability

Comfortable in the cable tray and in the console.

Reliability focus

Designs for the outage that will happen, not for conditions on a good day.



Security instinct

Treats identity, backup and segmentation as foundations rather than later additions.

Service temperament

Supports a lecturer mid-class without making them feel foolish for asking.

Documentation habit

Leaves an estate someone else could take over — diagrams, credentials practice, asset records.

Teaching adjacency

Willing to let the infrastructure be studied, and to explain it to students.

What success looks like

In the first year

Within the first year, BOLO IT should have a fully commissioned campus network with tested failover, working laboratories and classroom technology, live learning-management and student-information systems, administered identity and endpoint protection, a proven backup restore, a maintained asset register, and a help desk with a record of what has been asked and fixed.





Over time

Over time, success will be measured through system availability during timetabled hours, help-desk resolution times, the reduction of recurring faults, security and backup posture, the condition and lifecycle of the equipment estate, and whether faculty and students can rely on the environment without planning around it.

The BOLO IT graduate

A BOLO IT graduate should be academically grounded, technically capable, AI-fluent, practically experienced, globally minded, professionally prepared, innovative and entrepreneurial. Students should leave with more than transcripts — they should leave with projects, software, research, certifications, portfolios, internships, professional relationships and evidence of real-world capability.

How to apply

| We believe world-class technology talent can be developed anywhere.

Our ambition is to build one of Africa's leading technology institutions and develop graduates capable of competing with technology talent anywhere in the world.

Applications and enquiries should be sent to info@bolo89.com. Please include a curriculum vitae and a short covering letter setting out why this role, at this institution, at this moment.

BOLO Institute of Technology is an equal-opportunity employer. This profile describes the role as currently planned; details may be refined before appointment.

