



LIFECARE CONNECT

AN ANCESTRA GROUP COMPANY · NIGERIA & AFRICA

WE'RE HIRING

IT Operations Manager

LOCATION Uyo, Akwa Ibom State, Nigeria (on-site)	EMPLOYMENT TYPE Full-time, permanent
DEPARTMENT IT & Systems Administration	REPORTS TO Business Development Team
APPLICATION WINDOW 1 November – 31 December 2026	TARGET START DATE 4 January 2027

ABOUT LIFECARE CONNECT

LifeCare Connect Nigeria Limited is the CAC-registered umbrella commercial entity through which every Group platform is marketed, contracted and delivered in Nigeria and across Africa. It sits under the Ancestra Group parent brand, alongside LifeCare Medical Group. The Group operates five platforms, three of them in active focus: Ancestra Health (a full health-tech suite — Telehealth, EHR, ClinicOS, Hospital Management OS, Lab Management OS), QualiSentinel (a quality-management SaaS product, also offered as an outsourced Quality Management as a Service), and JAPAC Accreditation (laboratory, testing and certification-body accreditation services). Two further platforms, OneHealth Sentinel and NCD Sentinel, are secondary, longer-lead opportunities pursued primarily through a government and public-sector sales motion. Contracts, invoicing and local employment all run through LifeCare Connect — there is no separate Employer of Record. We are opening our founding operations base in Uyo, Akwa Ibom State, with a start date targeted for January 2027, and are building the launch team that will get every part of that office running from day one.

ROLE OVERVIEW

The IT Operations Manager owns technical access control, information security and platform infrastructure support across the Group's three active platforms — Ancestra Health, QualiSentinel and JAPAC Accreditation — executing the full IT & Systems Administration SOP series the Group has already documented and built.

KEY RESPONSIBILITIES

- Own the IT & Systems Administration SOP series: user access provisioning and deprovisioning, credential and privileged-access control, data backup and recovery, business continuity and disaster recovery, information security and cybersecurity controls, and change and patch management.
- Grant and revoke system access within one working day of an exit or role-change trigger, coordinating with HR.
- Support platform infrastructure across Ancestra Health, QualiSentinel and JAPAC Accreditation, and manage relationships with external hosting, cloud and software vendors.

- Approve and execute IT change and patch deployments within the Group's own defined authority tiers.
- Own IT-specific nonconformity and corrective action handling, support internal audits of IT controls, and provide IT's input to the Company-Wide Management Review.
- Own the Group's information-security posture and data-protection compliance, including alignment with the Nigeria Data Protection Regulation (NDPR).
- Support the company website and internal systems in coordination with the Social Media Manager and Business Development Team.

REQUIREMENTS & QUALIFICATIONS

- Bachelor's degree in Computer Science, Information Technology or a related field.
- A minimum of 5 years' IT operations or systems administration experience, including team lead or managerial responsibility.
- Certifications such as ITIL, CompTIA Security+/Network+, or an equivalent cloud certification (AWS, Azure or GCP) are preferred.
- Experience supporting health-tech or SaaS platform environments is an advantage.
- Familiarity with the Nigeria Data Protection Regulation (NDPR) and healthcare data-security requirements.
- Familiarity operating within an ISO 9001 (or ISO 27001) quality/security management environment is an advantage.

WHAT WE OFFER

- Ownership of IT operations across a genuine multi-platform health-tech and quality-services group.
- A documented, audit-ready control environment to build on rather than start from scratch.
- Direct input into infrastructure decisions as the Group scales from Uyo.

HOW TO APPLY

Send your CV and a short cover note to careers@lifecareconnect.ng with the position title in the subject line. Applications are reviewed on a rolling basis; early applications are encouraged as interviews may begin before the window closes.

Compensation: Competitive salary, commensurate with experience.