



VACANCY ADVERTISEMENT

Hand in Hand Eastern Africa-Tanzania (HIHEA TZ) is a Non-Governmental Organization (NGO) registered in Tanzania since 2018 with a mandate to operate in the country, and part of the Hand in Hand Global Network. Our vision is to empower the society, especially women, through the creation of sustainable enterprises and jobs. HIHEA (TZ) currently leads field operations through two branches, in Moshi and Arusha.

The organization works with marginalized communities in the areas of economic and social empowerment using a participatory approach aimed at helping people fight poverty and vulnerability. The Hand in Hand enterprise and job creation approach is based on a philosophy of self-help, providing training, skills and support to enable people living in poverty, particularly women, to build and sustain independent, market-based, economic activities. This provides for a higher level of income for them and their families, which in turn contributes to greater food security, better education for children, and increased access to healthcare, improved housing, and overall improved livelihoods.

SUMMARY ICT ASSISTANT JOB DESCRIPTION AND SPECIFICATIONS. REF.NO: HTZ ICT-01/2023 (1) POSTS

1. JOB SUMMARY - PURPOSE

The position provides high quality ICT service and administrative support including maintenance of ICT system, general user query support, repairs and service and maintenance of ICT equipment and accessories for HIHEA TZ.

2. DUTIES AND RESPONSIBILITIES

R1. General IT Support

- Provide end-user support for hardware and software challenges for all staff.
- Manage the internal mail system including troubleshooting and fixing all issues experienced by users.
- Participate in carrying out ICT systems analysis and design to suit HIHEA TZ needs.
- Assist Head of ICT in customizing and testing identified needs and user requests in the system.
- Develop core new and enhance ICT related application systems, including android applications.
- Participate in training the users on ICT applications developed and IT related issues.
- Assist the Head of ICT to evaluate and recommend on suitability of ICT equipment.
- Install ICT equipment and peripherals in order for them to operate together as a system.
- Monitoring system performance, networking, storage management, system security, print management, capacity management, and network connectivity.
- Maintain an updated inventory list of all technology items including ICT hardware and software at HIHEA TZ.
- Keep abreast of developments, current initiatives and changes in ICT, research on equipment/devices/tools/systems, appraise the management accordingly, and where necessary make recommendations to management for procurement.
- Controlling and updating Hand in Hand Eastern Africa Tanzania websites.

R2. Systems Administration and Maintenance

- Serve as the ICT Systems Administrator for HIHEA TZ and manage the daily operations of ICT networks and systems.
- Troubleshoot and identify ICT hardware, equipment, systems and software problems and faults, and organize the fixing/rectification/repairs in a timely manner.
- Organize and supervise the installation and configuration of hardware and software as required including new releases, testing and training for staff.
- Provide maintenance and servicing on all technology assets; desktop and laptop computers, printers, networking, cabling, and accessories etc.
- Support in creation of approved tools based on user needs in the system including structured management and administrative tools and reports.
- Maintain a log of problems experienced, changes and their resolutions.
- Be the point person for ICT service providers.

❖ Compliance

- Support in the development, periodic review, and implementation of ICT and IT policies, systems, and procedures for the organization.
- Update existing /create new IT user manuals and training materials for all technology related activities in the organisation.
- Monitor the ICT environment to ensure it is kept secure and reliable, there is compliance with data protection regulations, and regular back-ups of data and records is carried out.
- Manage and monitor the use of the internet and compliance with established policy and procedures.

R3. Perform any other duties as may be assigned by the Supervisor from time to time.

3: KNOWLEDGE, SKILLS AND ABILITIES

(The knowledge, skills and abilities may be acquired through a combination of formal schooling, self-education, prior experience, or on-the-job training)

a. Level of Education/Academic Qualification

- Bachelor's degree in ICT, or Computer Science or any other equivalent discipline.

b. Specialized Training/Professional Qualifications

- Certification in Implementation of application development environments like PHP, .NET framework, Java; SQL, share point will be an added advantage.
- Professional ICT Certification by Microsoft Dynamics NAV, or equivalent.

c. Competencies/Abilities/Skills Required

- Strong computer skills including knowledge in management of hardware, software, networks, applications, compliance etc.
- Ability to develop and customize and implement applications on PHP and .NET Framework and Microsoft Dynamics NAV
- Knowledge in Microsoft Navision, office 365 including SharePoint and MS SQL
- A detailed understanding of enterprise business processes that support workflow and business intelligence – support to finance, experience in standard or customized financial reports in Navision, understanding the general ledger and the chart of accounts set up as per financial transaction guidelines, human resources (hr) management processes, procurement and inventory management etc.
- Innovative and dedication to details with very strong analytical, troubleshooting, and problem-solving skills.
- Strong communication skills, fluent in oral and written English and Kiswahili, with good report writing skills.
- Detail oriented and conscientious with ability to adhere to established timelines.
- Flexible, resilient, and self-controlled and able to multi-task.
- Good interpersonal, negotiation, mediation, and networking skills with strong intercultural orientation.

- Demonstrates self-drive, high degree of commitment, enthusiasm, good team skills and ability to work with minimal supervision
- Good planning and organizational skills and ability to work under minimal supervision.

d. Relevant Work Experience

- 2 years relevant work experience in a similar position in a busy organization.

Application process

Qualified and interested candidates should forward a cover letter and CV, citing the **Position** and **Reference Number** to careerstz@handinhandea.org on or before close of business by **07th June, 2023**.

For those that had applied in the previous advert need not apply again, only shortlisted candidates will be contacted.

Website: <http://handinhand-ea.org/>

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Giving Hope, Dignity and Choice

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