

Wassha Inc Tanzania Branch – Information and Systems Officer

1. Job Information

- **Organization:** Wassha Inc Tanzania Branch
- **Division:** Information and System
- **Department:** Information & System
- **Workstation:** Dar es salaam
- **Job Title:** Information and Systems Officer
- **Job Grade:** T3
- **Reports to:** Information and Systems Team Leader
- **Direct Reports (Subordinates):** N/A

2. Job Purpose

Responsible to support and maintain WASSHA computer systems, desktops, and peripherals. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment while ensuring optimal workstation performance. The person will also troubleshoot problem areas in a timely and accurate fashion, and provide end user training and assistance when required.

3. Main Responsibilities of the Job

A) Managerial Responsibilities:

- N/A

B) Functional Responsibilities:

- Support to consider whether to introduce new systems by defining requirements and making a list of candidates and negotiating with system vendors.
- Keeping up to date with developments in IT security standards and threats.

- Monitoring network usage to ensure compliance with security policies.
- Support development and implementation of new computer projects and new hardware installations.
- Assist in developing long-term strategies and capacity planning for meeting future computer hardware needs.
- Accurately document instances of hardware failure, repair, installation, and removal.
- Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring PC performance.
- Install, configure, test, maintain, monitor, and troubleshoot end user workstation hardware, networked peripheral devices, and networking hardware products.
- Any other assigned duties by the supervisor.

4. Minimum Requirement

A) Minimum level of academic and professional qualification required to perform effectively in the role:

- Diploma or Degree in Computer Science, Information Technology or Equivalent from a recognized institution.

B) Minimum level of experience required to perform effectively in the role:

- 1-year experience in information technology

5. Working Relationships

A) Internal customers:

- Information Security Team Leader
- Software Development Team
- All staff

B) External customers:

- Agents

6. Competencies

A) Technical

- Knowledge of Information Technology

B) Functional

- Motivational and results-oriented skills.
- Facilitation skills
- Database skills
- Strong communication skills.
- Interpersonal skills
- System troubleshooting skills
- Strong team player
- Organizational and time management skills.

C) Behavioral

- Stress tolerance
- Flexibility and adaptability
- Accountability and Transparency

To streamline the application process, we kindly request that interested candidates submit their applications to hr@tz.wassha.com.